



Notice of a meeting of Cabinet

**Tuesday, 10 April 2018
6.00 pm
Pittville Room - Municipal Offices**

Membership	
Councillors:	Steve Jordan, Flo Clucas, Chris Coleman, Rowena Hay, Peter Jeffries, Andrew McKinlay and Roger Whyborn

Agenda

		SECTION 1 : PROCEDURAL MATTERS	
1.		APOLOGIES	
2.		DECLARATIONS OF INTEREST	
3.		MINUTES OF THE LAST MEETING Minutes of the meeting held on 6 March 2018	(Pages 5 - 14)
4.		PUBLIC AND MEMBER QUESTIONS AND PETITIONS These must be received no later than 12 noon on the fourth working day before the date of the meeting	
		SECTION 2 :THE COUNCIL <i>There are no matters referred to the Cabinet by the Council on this occasion</i>	
		SECTION 3 : OVERVIEW AND SCRUTINY COMMITTEE <i>There are no matters referred to the Cabinet by the Overview and Scrutiny Committee on this occasion</i>	
		SECTION 4 : OTHER COMMITTEES <i>There are no matters referred to the Cabinet by other Committees on this occasion</i>	
		SECTION 5 : REPORTS FROM CABINET MEMBERS AND/OR OFFICERS	
5.		IMPLEMENTATION OF ENFORCEMENT POWERS, HOUSING AND PLANNING ACT 2016 Report of the Cabinet Member Development and Safety	(Pages 15 - 28)

6.		PROPOSED DISPOSAL OF FREEHOLD INTEREST OF 1 HALLAND ROAD Report of the Cabinet Member Finance	(Pages 29 - 38)
7.		REPLACEMENT AUDIO VISUAL SYSTEM IN THE COUNCIL CHAMBER Report of the Cabinet Member Corporate Services	(Pages 39 - 56)
8.		RENT SUPPORT GRANTS TO THIRD SECTOR ORGANISATIONS Report of the Cabinet Member Finance	(Pages 57 - 86)
		SECTION 6 : BRIEFING SESSION • Leader and Cabinet Members	
9.		BRIEFING FROM CABINET MEMBERS	
		SECTION 7 : DECISIONS OF CABINET MEMBERS Member decisions taken since the last Cabinet meeting	
		SECTION 8 : ANY OTHER ITEM(S) THAT THE LEADER DETERMINES TO BE URGENT AND REQUIRES A DECISION	
		SECTION 9 : LOCAL GOVERNMENT ACT 1972 - EXEMPT BUSINESS	
10.		LOCAL GOVERNMENT ACT 1972 - EXEMPT BUSINESS The Cabinet is recommended to approve the following resolution:- “That in accordance with Section 100A(4) Local Government Act 1972 the public be excluded from the meeting for the remaining agenda items as it is likely that, in view of the nature of the business to be transacted or the nature of the proceedings, if members of the public are present there will be disclosed to them exempt information as defined in paragraphs 1 and 3, Part (1) Schedule (12A) Local Government Act 1972, namely: Paragraph 1: Information relating to any individual Paragraph 3; Information relating to the financial or business affairs of any particular person (including the authority holding that information)	
11.		A PROPERTY MATTER Report of the Cabinet Member Finance	(Pages 87 - 94)
12.		A PROPERTY ACQUISITION Report of the Cabinet Member Finance	(Pages 95 - 106)
13.		A FINANCIAL MATTER Report of the Cabinet Member Finance	(Pages 107 - 112)

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Cabinet

Tuesday, 6th March, 2018
6.00 - 6.50 pm

Attendees	
Councillors:	Steve Jordan (Leader of the Council), Flo Clucas (Cabinet Member Healthy Lifestyles), Chris Coleman (Cabinet Member Clean and Green Environment), Peter Jeffries (Cabinet Member Housing), Andrew McKinlay (Cabinet Member Development and Safety) and Roger Whyborn (Cabinet Member Corporate Services)
Also in attendance:	Councillor Matt Babbage and Councillor David Willingham

Minutes

1. APOLOGIES

Councillor Rowena Hay

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES OF THE LAST MEETING

The minutes of the meeting held on 13 February were approved and signed as a correct record.

4. PUBLIC AND MEMBER QUESTIONS AND PETITIONS

1.	Question from David Chambers, Cheltenham Taxi Drivers Association 2016, to the Cabinet Member Development and Safety, Councillor Andrew McKinlay
	<p>Grandfather Rights</p> <p>For many many years now there has only been a limited amount of Hackney vehicle licences (plates) available within the borough (currently 186) so anyone wishing to enter the trade would seek to buy an existing business, this traditionally involves the purchaser buying a licensed vehicle from an existing driver. The ownership of that vehicle would then be registered with licensing and from that point would enable the new owner to transfer that vehicle license (plate) to any other vehicle they may own. The average cost of buying a business over the past 5 years has been £10,000 but at it's peak reached £15,000. This practice has been accepted by the council for over 20 years and has worked well but now they wish to overturn it. The implications of this would mean that drivers that have invested in their business would see the value of their business disappear over night. Many of the drivers that have invested have done so knowing that the value of their business could be used towards a retirement fund or as a life insurance policy for their loved ones</p>

	<p>should anything happen to them. Our question is: Have the members of this cabinet been properly informed as to the current and historic licensing practices and are they comfortable knowing that if they decide to vote in favour of discontinuing the practice known as grandfather rights they will potentially wipe off in excess of £1,800,000 worth of value to the 180 plus business owners (taxi drivers) of this town and leave them with a depleted pension fund and /or with no life insurance ?</p>
	<p>Response from Cabinet Member</p> <p>Cabinet is fully aware of the historical issues relevant to the public hire trade in Cheltenham including the previous cap on the number of licence issues in respect of hackney carriage vehicle licences and the consequence this cap had on the “value” of licence plates. Members have had numerous meetings with the trade directly where this has discussed at length and have been briefed by officers.</p> <p>The Cabinet report recognises implications of a decision to remove grand-father rights relevant to hackney carriages. The implications relate to both the cost of replacing vehicles and the impact this policy change will have on the “premium” that plate have demanded in the past.</p> <p>In respect of the first point, Cabinet will agree a series of measures to mitigate the impact of this policy change on licence holders including a proportionate implementation period of 4 years and the ability for some licence holders, who are required to replace their vehicles, to re-licence their vehicles as private hire vehicles.</p> <p>With regards to the second point, the council’s position and view is set out in paragraphs 5.50 to 5.52 of the report.</p> <p>In a supplementary question Mr Chambers asked whether the Cabinet completely understood the full implication of the withdrawal of grandfather rights.</p> <p>In response the Cabinet Member said that this concerned the assumed value of the plate. He explained that there was established case law from Liverpool which stated that the role of the licensing committee was to ensure safety through the licence and no account should be taken of the present value of the said licence as the valuation had been put on it by the purchase of the plate. In any case the plate was owned by the Council rather than the owner of the licence. Therefore, legally speaking the perceived loss of the vehicle was not a relevant consideration.</p> <p>The Leader advised that in this instance he would use his discretion and enable Mr Chambers to address the Cabinet Member further. When asked by Mr Chambers whether he had reviewed case law around the country whereby councils had admitted the value of the plate the Cabinet Member stated that the value of the plate varied according to what value owners placed on it and according to legal advice received this was not a valid consideration. Mr Chambers then referred to the situation in Northern Ireland whereby plates had been overvalued significantly resulting in a two tier system and when one system had been proposed this was overturned and the values accepted. In addition reference was</p>

	made by the Cheltenham Taxi Drivers Association to advice from the Law Commission in 2013 regarding grandfather rights which acknowledged that this was accepted practice and should be upheld. In response the Cabinet Member Development and Safety reiterated that this was not the legal advice this Cabinet had received.
2.	Question from David Chambers, Cheltenham Taxi Drivers Association 2016, to the Cabinet Member Development and Safety, Councillor Andrew McKinlay
	<p>Disabled access vehicles</p> <p>The proposal to make all Taxis in the town disabled access is within its self discriminative to both able bodied and disabled alike. Many disabled passengers wish to be treated the same as any other person and do not wish to bring attention to themselves. There should be freedom of choice for the public. There are dedicated companies who specialise in disabled transport and this would be the reason there are very few wheelchairs who actually use public hire disabled access vehicles. Some drivers that have obtained free access to the trade by having a wheelchair accessible vehicle despite having these vehicles for years, have never picked up a wheelchair. We have also had regular able bodied customers that refuse to get in these vehicles.</p> <p>We recently made a request to the council to stop issuing any more plates to these vehicles as the town is now swamped with taxis, and the vehicles being licensed are (in our view) not fit for purpose, but we were told they could not do this without an unmet demand survey which the trade would have to pay for, yet it is proposing to make all vehicles disabled access without doing the unmet demand survey they were insisting on. There has also not been an affordability study in relation to the costs involved to the trade, Councillor McKinley has said we can buy a used disabled access vehicle for about £7000 but that is for the vehicles that they are proposing to stop licensing (rear loading vehicles)and they do not meet the up coming Euro 6 emissions standards, currently vehicles meeting the councils criteria are in the region of £30,000 which is out of the reach of most drivers. Also the government actually recommend a mixed fleet of vehicles (Plymouth council can be used as an example of this).</p> <p>The secondary impact this ruling would have is to impose the end of grandfather rights (as described in question 1) as all disabled access vehicles can get a plate from the council. It is our view this is a stealth attempt to change the grandfather rites issue should the first proposal fail. Our question is:</p> <p>Do the members of this cabinet believe that a complete fleet of disabled taxis are required in what is a town not a city, and do they agree that to vote for this proposal without the presence of an unmet demand survey would be wrong as there is no evidence this policy is needed ?</p>
	Response from Cabinet Member
	“Cabinet remains of the view that the council needs to be proactive in improving accessibility standards for the travelling public in Cheltenham. Grandfather rights have caused a stagnation of growth of accessibility

	<p>standards. Cabinet is of the view that Government have been clear that local councils need to be proactive in improving accessibility standards.</p> <p>Through consultation the council have looked at various options giving consideration to the representations made to the council. Given the complexities of the issues relating to grandfather rights, the council is considering a wide range of views and evidence in coming to its policy conclusions and would not wish to limit itself to a single piece of evidence.”</p> <p>In a supplementary question Mr Chambers asked how a decision could be made with regard to disabled access vehicles without having undertaken an unmet demand survey.</p> <p>In response the Cabinet Member explained that if it was proposed to limit numbers of vehicles there would be a requirement to undertake such a survey. However, this proposal was for all vehicles to be wheelchair accessible and a survey was not required.</p> <p>Mr Chambers questioned this anomaly and stated that this issue had not been discussed with any of the relevant interested parties as to whether wheelchair accessibility was required to such a degree. He said that surely it was better to have more variety of taxi vehicles in the town. In response the Cabinet Member referred to case law 007 STRATFORD TAXIS LIMITED and STRATFORD ON AVON DISTRICT COUNCIL which was considered by the Court of Appeal in 2011. This made the point that an unmet demand survey was not required.</p>
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5. REVIEW OF TAXI AND PRIVATE HIRE LICENSING POLICY

The Cabinet Member Development and Safety introduced the report and explained that the council’s current licensing policy for private hire and taxis was adopted in July 2014. Whilst there was no statutory requirement to undertake a review of the taxi policy, there was a commitment to do so at least once every three years to ensure it remained up to date and relevant. He reported that a 12 week consultation took place between September and December 2017, the responses to which were reproduced in Appendix 4. In addition a taxi policy review working group was set up by the Licensing Committee in April 2017 to facilitate the review of the policy; it had met 4 times and the minutes of their meetings were included in Appendix 2. The proposed revised policy was included at Appendix 3.

The Cabinet Member then summarised the proposals-

- Knowledge test-a number of changes to the current knowledge assessment were being proposed including replacing the written Highway Code section of the test with the higher practical driving assessment; introducing a learning day covering safeguarding, equality duty, law and conditions. All the proposed changes aimed to improve safety so that licenced drivers were fully aware of the duties and responsibilities in law so the council could be confident that Cheltenham taxi drivers were some of the best in the country.

- Three Strikes Policy-the purpose of this policy was to improve the council's means of dealing with complaints, allegations and witnessed incidents of misconduct or infractions of a type which individually were not considered sufficiently serious to justify a review of a persons suitability to hold a taxi or private hire driver, vehicle or operator licence, but which may give rise to such concerns if repeated or if regarded cumulatively with other such incidents.
- Working Hours-whilst it was acknowledged that this would be hard to enforce on an hourly basis, the point was to lay down expectations of what constituted safe working practices
- Online criminal records checks (DBS)
- Vehicle emissions-the proposed revised policy for new vehicles was to retain 5 year rule for petrol cars (Euro Emissions Standard 5 compliance), Euro Emissions Standard 6 for diesel and any age for ultra-low emission vehicles-defined as 75g CO2/km and under. The proposed revised policy for existing vehicles was to phase out older vehicles so to get all petrol vehicles to at least Euro 5 standard by 2021 and get all diesels vehicles to Euro 6 standard by 2021
- Testing arrangements-privately contracting additional testing stations for licensed vehicles
- Grandfather rights-different rules currently existed for hackney carriage vehicle licence holders depending on the licence plate number. A number of hackney carriage vehicle licence numbers had grandfather rights attached to them meaning that as long as the licence remained valid, these vehicles did not have to comply with the council's wheelchair-accessible vehicle (WAV) policy. The council had consulted on a number of options with regards to existing grandfather rights : a) to amend them so that they only applied to current licensed vehicles and when the proprietor came to replace that vehicle they were obligated to purchase a wheelchair accessible vehicle and/or purpose built taxi; b) make no changes to the system c) amend the grandfather rights rules so that those who retained it could interchange between saloon cars and wheelchair-accessible vehicles without those rights being affected. The Cabinet Member explained that the majority of respondents indicated that they were against making any changes to the current arrangements but very few gave further explanation for their opposition and additionally none provided the council with an alternative solution to increase the proportion of public hire WAVs. At present only 22% of licensed hackney carriage vehicles were WAVs which was one of the lowest rates in the country. He explained that the Cabinet's preferred option was to remove grandfather rights so that the WAV policy applied to all public hire vehicles. The preferred option must be evaluated in light of the consultation feedback received. The council was still of the view that it must improve the proportion of accessible vehicles on its public hire fleet and the existing grandfather rights rules have resulted in a very slow increase in the number of public hire WAVs. The increase of public hire WAVs in the town was almost exclusively down to new vehicles that have had to comply with the council's WAV policy. The council also needed to be mindful of a number of other relevant issues. Under the

Council's public sector equality duty it had a statutory duty in the exercise of its functions, to have due regard to :

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not.

The Cabinet Member explained that the equality duty covered the nine protected characteristics including age and disability. The Government had made it clear that it expected local authorities to be proactive in improving the access to public hire vehicles and its revised draft Accessibility Action Plan published in August 2017 outlined proposals to strengthen its statutory guidance to local authorities that would seek to "increase the number of accessible vehicles" and consult on best practice guidance for taxi and PHV licensing authorities, which will include strengthened recommendations on supporting accessible service...". The Cabinet Member went on to say that the current DfT guidance stated that it was for individual licensing authorities to reach their own decisions both on overall policies and on individual licensing matters, in the light of their own views of the relevant considerations. This guidance was intended to assist licensing authorities but it was only guidance and decisions on any matters remained a matter for the authority concerned. "Different accessibility considerations apply between taxis and PHVs [private hire vehicles]. Taxis can be hired on the spot, in the street or at a rank, by the customer dealing directly with a driver. PHVs can only be booked through an operator. It is important that a disabled person should be able to hire a taxi on the spot with the minimum delay or inconvenience, and having accessible taxis available helps to make that possible. For PHVs, it may be more appropriate for a local authority to license any type of saloon car, noting that some PHV operators offer accessible vehicles in their fleet."

The Cabinet Member highlighted that the council must therefore be mindful of the guidance.

- Vehicle standards and specifications-there were no proposed changes to policy on the suitability of rear loading vehicles and the council would keep this policy under review to keep it in line with best practice and Government guidance.

In summing up the Cabinet Member wished to emphasise that full and proper consideration had been given to the review and consultation responses that whilst there were some issues the majority of the policy changes were not contentious and represented a sensible way forward.

The following questions were raised by Cabinet and responses given :

- Nationally, compliance with wheelchair accessibility was 58% and this was expected to rise over the next few years with the aim in Cheltenham of 100 % compliance by 2021. In terms of process the Cabinet Member Development and Safety explained that the council always sought to change policy with consent rather than imposition and therefore there

would be dialogue with interested parties including the licensed trade and users e.g. disability groups to discuss how compliance could be achieved within this timeline. At a minimum this would include assessing the impact on the future livelihood of licensed taxi drivers and cost of changing vehicles. He reiterated that the aim of the proposal was to maximise the opportunities to have WAVs in use without unnecessarily putting drivers out of business. The long term aim was 100% compliance and the best taxi drivers in the country.

- When asked whether Government would deem the council's full compliance target of 2021 as too slow the Cabinet Member stated that the Government's revised draft Accessibility Action Plan published in August 2017 had made reference to councils being slow to act and Cheltenham was well below the national average. It was not unlikely therefore that guidance and or legislation may be brought forward sooner on this.
- In terms of whether the Cabinet Member was confident that the policy was enough to satisfy safeguarding issues he highlighted that training and expectations of drivers well exceeded that of neighbouring authorities and the policy complied with Government guidance on safeguarding. He emphasised that the trade had been cooperative in ensuring compliance with this and he remained confident that the town had high quality of taxi drivers.
- Case law had found the issue of WAVs being less accessible to be a misnomer and that WAVs were a major aid to disability access.

Finally, the Cabinet Member Development and Safety highlighted that he had considered carefully all the responses to the consultation. He believed this policy to be a positive step forward. It was unacceptable that Cheltenham was the worst in the county in terms of the provision of disabled access taxi transport. Going forward the Licensing Team Leader would contact all interested parties for a series of meetings to discuss how compliance could be achieved.

RESOLVED (unanimously) THAT

- 1. the consultation feedback received be noted;**
- 2. the revised policy attached at Appendix 3 of this report be adopted; and**
- 3. authority be delegated to the Director of Environment to take the steps necessary to implement the policy changes.**

6. BRIEFING FROM CABINET MEMBERS

The Cabinet Member Healthy Lifestyles informed Members that she had signed off the grants from the Council to the Holst Museum and the Festival of Performing Arts.

As part of the International Women's Day (IWD) celebrations, Cheltenham Borough Council, the Everyman Theatre, Cheltenham Trust and a range of

other partners would be holding an event on Saturday 10 March to celebrate women and to inspire the young people of Cheltenham and Gloucestershire to fulfil their dreams. She wished to put on record her thanks to all those who were involved.

The Cabinet Member Housing informed that the county wide severe weather protocol (SWEP) was instigated last week and CBC took the decision to extend its provision to ensure that those who needed support during the extreme weather received it.

He explained that several people did not wish to enter into the accommodation offered so it was a challenging time for those individuals concerned. He expressed his thanks to all those who had been involved in the process.

The Cabinet Member Clean and Green Environment wished to put on record his frustration at not being invited to address the recent Overview and Scrutiny Committee meeting with regard to waste and recycling issues. He would make a continued effort to discuss with Members about his portfolio. He then wished to praise Ubico for its efforts during the recent severe weather event having completed collections on the Thursday resulting in the cancellation of only Friday's collections. He thanked Ubico for this and the communications team for getting the message out to residents.

The Cabinet Member Clean and Green Environment was pleased to report that the current difficulties with the cemetery and crematorium were now coming to a close. He wished to thank staff, funeral directors and other crematoria for their assistance. The new build remained on track and he invited all Members to contact him should they wish to visit the site.

7. DECISIONS TAKEN SINCE THE LAST MEETING OF CABINET

Cabinet Member	Decision	Link
Cabinet Member Development and Safety	Variation of Public Spaces Protection Order	https://democracy.cheltenham.gov.uk/ieDecisionDetails.aspx?ID=1073
Cabinet Member Development and Safety	Gang injunction	https://democracy.cheltenham.gov.uk/ieDecisionDetails.aspx?ID=1074
Leader	Appointment of Commercial Director GAL	https://democracy.cheltenham.gov.uk/ieDecisionDetails.aspx?ID=1075
Leader	Appointment non exec directors to GAL	https://democracy.cheltenham.gov.uk/ieDecisionDetails.aspx?ID=1076
Cabinet Member Finance	Award of contract to Snape	https://democracy.cheltenham.gov.uk/ieDecisionDetails.aspx?ID=1078

	Contracting	

The Leader took the opportunity to put on record his thanks to Councillor Stennett for his contributions as non-executive director to Gloucestershire Airport.

Chairman

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Cheltenham Borough Council
Cabinet – 10th April 2018
Implementation of Enforcement Powers
Housing and Planning Act 2016

Accountable member	Councillor Andrew McKinlay, Cabinet member for Development and Safety
Accountable officer	Mark Nelson, Enforcement Manager
Ward(s) affected	All
Key/Significant Decision	Yes
Executive summary	This report sets out new enforcement powers contained in the Housing and Planning Act 2016 (Part 2), including the use of civil penalties. The criteria for deciding the levels of such penalties are contained in Appendix 2.
Recommendations	<ol style="list-style-type: none"> 1. That Cabinet approves, with immediate effect, the ability of the Council to impose fixed penalties, as detailed in the report, and the criteria for determining the level of penalty as contained in Appendix 2; 2. That Cabinet approves, with immediate effect, the Council's use of powers to impose rent repayment orders, as detailed in this report; 3. That Cabinet approves the Council's use of banning orders, as detailed in this report, once Chapter 2, Part 2 of the Housing and Planning Act 2016 is in force; 4. That Cabinet authorises the Director of Environment to take such actions and decisions as are necessary to facilitate the effective implementation and operation of the Council's powers referred to in this report.

Financial implications	<p>The Government has published regulations that state that the income from civil penalties can be retained by the local authority. The income must be used to cover the administration, legal costs and expenses incurred in carrying out its private rented sector enforcement function. Any amount outside of that has to be paid into the consolidated fund.</p> <p>http://www.legislation.gov.uk/ukxi/2017/367/contents/made</p> <p>Contact officer: Keith Saunders keith.suanders@cheltenham.gov.uk , 01242 264124</p>
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Legal implications	<p>The provisions in the Housing and Planning Act 2016 were brought in to stop landlords renting out unsafe and substandard accommodation with enforcement carried out through local authorities.</p> <p>The provisions relating to civil penalties and rent repayment orders have been in force since 6 April 2017 and allow the Council to commence enforcement immediately and should be used to stop and later to prevent landlords from undertaking those actions they seek to penalise.</p> <p>However, the provisions relating to banning orders are yet to be allocated a formal commencement date. In the meantime, the Government has brought into force the Housing and Planning Act 2016 (Banning Order Offences) Regulations 2018. These regulations state what banning order offences are, which provides useful guidance for local authorities for the future. Further, the provisions requiring local authorities to keep a database of rogue landlords or property agents will come into force on 6 April 2018. The Act states what information should be kept on the database which will assist local authorities should enforcement become necessary.</p> <p>Contact officer: Nishat Choudhury , nishat.choudhury@teWKesbury.gov.uk, 01684 272069</p>
HR implications (including learning and organisational development)	None
Key risks	See appendix 1
Corporate and community plan Implications	<p>The recommended outcomes of this report positively contribute to the following Corporate and Community Plan objectives:-</p> <ul style="list-style-type: none"> Cheltenham's environmental quality and heritage is protected, maintained and enhanced; People live in strong, safe and healthy communities.
Environmental and climate change implications	Associated improvement of property may contribute to the energy efficiency of private rented stock.
Property/Asset Implications	None

1. Background

1.1 Section 126 and Schedule 9 of the Housing and Planning Act 2016 introduced the power to impose civil penalties, by issue of a fixed penalty notice, as an alternative to prosecution for certain housing offences. The power to impose a civil penalty came into force on 6 April 2017. **The powers enable Local Authorities to impose civil penalties of up to £30,000 in respect of the following offences:**

- Failure to comply with an Improvement Notice under Section 30 of the Housing Act 2004;
- Offences relating to licensing of HMOs under Section 72 of the Housing Act 2004;
 - i) Section 72 (1) being in control or managing an HMO which is required to be licensed but

is not so licensed;

- Section 72 (2) being in control or managing an HMO which is licensed but knowingly permitting occupation over and above the number authorised by the licence;
- Section 72 (3) being a licence holder who fails to comply with any condition of a licence.
- Offences in relation to licensing of Houses under Part 3 of the Act (Selective Licensing);
 - i) Section 95 (1) being in control or managing a house which is required to be licensed but is not so licensed;
 - ii) Section 95 (2) being a licence holder who fails to comply with any condition of a licence.
- Contravention of an overcrowding notice under Section 139 of the Housing Act 2004;
- Failure to comply with management regulations in respect of HMOs under Section 234 of the Housing Act 2004.

- 1.2 In determining the civil penalty amount, the Local Housing Authority must have regard to the statutory guidance issued under schedule 9 of the Housing and Planning Act 2016 and also to the DCLG developed 'Civil Penalty Matrix'.
- 1.3 The approach to issuing a civil penalty is made up of two stages, firstly determining the appropriate sanction and secondly (if appropriate) the level of civil penalty charged.
- 1.4 When determining the appropriate sanction the Council must satisfy itself that if the case were to be prosecuted there would be a 'realistic prospect of a conviction'. This is currently determined by consulting the Crown Prosecution Service "Code for Crown Prosecutors" which provides two tests: (i) the evidential test and (ii) the public interest test which must both be satisfied; that being the Council has sufficient evidence to be able to prove the offence and that it is in the public interest to take such action.
- 1.5 Statutory guidance has been issued by the Secretary of State under Schedule 9 (12) of the Housing and Planning Act 2016 and Local Authorities must have regard to this when exercising its functions in respect of civil penalties.
- 1.6 The maximum penalty that can be set is £30,000. A minimum penalty level has not been set and the appropriate amount of penalty is to be determined by the Local Housing Authority. Only one penalty can be imposed in respect of the same offence.
- 1.7 A person who receives a fixed penalty notice may appeal to the First-Tier Tribunal against the decision to impose a penalty or the amount of the penalty. The fixed penalty notice is then suspended until the appeal is heard.
- 1.8 Ultimately, it is for the Local Authority to decide which option it wishes to pursue but as a general principle, local authorities should normally prosecute where an offence is particularly serious or where the offender has committed similar offences in the past.
- 1.9 Prosecution in serious cases demonstrates that the Local Authority will not hesitate to take formal action where needed and is likely to act as a strong deterrent both to the offender and other rogue landlords. A prosecution also enables the Local Authority to apply for a banning order following a successful conviction.
- 1.10 All Gloucestershire Councils have adopted an enforcement matrix which is used to determine the most appropriate course of action in enforcement cases (Appendix 2). The principle of the enforcement matrix is to provide a score based on a number of factors, both negative and positive. Bands are provided to reflect the score produced and the appropriate courses of action for dealing with the identified situation.
- 1.11 **Rent Repayment Orders (RROs)** are extended by the Act. Tenants who live in unsafe rented

accommodation resulting in the prosecution of their landlord should be able to be compensated by having their rent payments returned to them through a rent repayment order. RROs cover the following situations:

- Failure to comply with an Improvement Notice under section 30 Housing Act 2004;
- Failure to comply with an improvement notice or prohibition order under section 32 Housing Act 2004;
- Breach of a Banning Order made under section 21 of the Housing and Planning Act 2016;
- Control or management of a HMO or of an unlicensed property in an area subject to the selective licensing regime under the Housing Act 2004;
- Using violence to secure entry to a property under section 6 of the Criminal Law Act 1977;
- Illegal eviction or harassment of the occupiers of a property under section 1 of the Protection from Eviction Act 1977.

1.12 Where a landlord has been convicted of an offence as detailed in paragraph 1.10, the local housing authority must consider applying for an RRO as detailed in guidance issued by DCLG (now MHCLG). The Council must serve a notice of intended proceedings before applying for an RRO within 12 months of the offence being committed; the landlord must be invited to make his representations within at least 28 days. In these circumstances, the First-tier Tribunal must order that the maximum amount of rent is repaid (capped at 12 months).

1.13 The Act provides local housing authorities with an option to apply for a rent repayment order where the landlord has not been convicted of the offence for which the rent repayment order application is being made, in these circumstances the First-tier Tribunal will need to be satisfied beyond reasonable doubt that the landlord has committed the specified offence.

1.14 Banning Orders

1.15 A new power has been introduced to allow local housing authorities to apply for banning orders against letting agents or rogue landlords if they have been convicted of a banning order offence. Banning order offences are specified in the Housing and Planning Act 2016 (Banning Order Offences) Regulations 2017 and include unlawful eviction, harassment, violent entry, failing to comply with an improvement notice or prohibition order, contravention of overcrowding notices and HMO management regulations. At the time of writing, this power is not yet in force. However, regulations are coming into force on 6 April 2018 on local authorities' powers to keep a rogue landlord/property database and a description of banning order offences.

2. Reasons for recommendations

2.1 To help improve conditions in the private rented sector and to tackle the activities of rogue landlords.

3. Alternative options considered

3.1 The additional enforcement options to issue fixed penalty notices are a power and not a duty and the Council therefore has the option not to implement them. Failure to do so, however, will reduce the ability to more effectively improve landlord behaviour and lose revenue, which may be invested in improving private rented sector enforcement work.

4. Consultation and feedback

- 4.1** The civil penalty policy in Appendix 2, has been determined in liaison with district councils in Gloucestershire and in consultation with the National Landlords Association and the Gloucestershire Landlords Association.

5. Performance management –monitoring and review

- 5.1** The success of these policies will be monitored as part of the Enforcement team’s performance framework.

Report author	Contact officer: Mark Nelson mark.nelson@cheltenham.gov.uk, 01242 264165
Appendices	1. Risk Assessment 2. Factors Determining the Level of Civil Penalty.
Background information	1. Housing and Planning Act 2016

The risk				Original risk score (impact x likelihood)			Managing risk				
Risk ref.	Risk description	Risk Owner	Date raised	Impact 1-5	Likelihood 1-6	Score	Control	Action	Deadline	Responsible officer	Transferred to risk register
	If the powers outlined in the report are not adopted, this will reduce the ability of the authority to effectively ensure appropriate landlord behaviour and will also result in the loss of a revenue-generating opportunity, which could otherwise be invested in improving the effectiveness of private rented sector enforcement work.	Mark Nelson	March 2018	2	5	10	Reduce	Adopt and enforce available powers	April 2018	Mark Nelson	
Explanatory notes Impact – an assessment of the impact if the risk occurs on a scale of 1-5 (1 being least impact and 5 being major or critical) Likelihood – how likely is it that the risk will occur on a scale of 1-6 (1 being almost impossible, 2 is very low, 3 is low, 4 significant, 5 high and 6 a very high probability) Control - Either: Reduce / Accept / Transfer to 3rd party / Close											

Cheltenham Borough Council**Policy for Civil Penalties under the Housing and Planning Act 2016****Introduction**

1. The power to impose a Civil Penalty as an alternative to prosecution for certain offences was introduced by section 126 and Schedule 9 of the Housing and Planning Act 2016.
2. In determining the Civil Penalty amount, the Local Housing Authority will have regard to the statutory guidance issued under schedule 9 of the Housing and Planning Act 2016 and also to the DCLG developed Civil Penalty Matrix.
3. The approach to issuing a Civil Penalty is fundamentally made up of two stages, firstly determining the appropriate sanction and secondly (if appropriate) the level of Civil Penalty charged.
4. When determining the appropriate sanction the Council should satisfy itself that if the case were to be prosecuted there would be a 'realistic prospect of a conviction'. This is currently determined by consulting the Crown Prosecution Service "Code for Crown Prosecutors" which provides two tests: (i) the evidential test and (ii) the public interest test.

Background

5. Civil Penalties were introduced by the Housing and Planning Act 2016 under Section 126 and Schedule 9 of that Act. The powers enable Local Authorities to impose Civil Penalties of up to £30,000 in respect of the following offences:
 - a) Failure to Comply with an Improvement Notice under Section 30 of the Housing Act 2004;
 - b) Offences relating to Licensing of HMOs under Section 72 of the Housing Act 2004;
 - i Section 72 (1) being in control or managing an HMO which is required to be licensed but is not so licensed;
 - ii Section 72 (2) being in control or managing an HMO which is licensed but knowingly permitting occupation over and above the number authorised by the licence;
 - iii Section 72 (3) being a licence holder who fails to comply with any condition of a licence.
 - c) Offences in relation to Licensing of Houses under Part 3 of the Act (Selective Licensing);
 - i Section 95 (1) being in control or managing a house which is required to be licensed but is not so licensed;
 - ii Section 95 (2) being a licence holder who fails to comply with any condition of a licence.

- d) Contravention of an overcrowding notice under Section 139 of the Housing Act 2004;
 - e) Failure to comply with management regulations in respect of HMOs under Section 234 of the Housing Act 2004.
6. Statutory guidance has been issued by the Secretary of State under Schedule 9 (12) of the Housing and Planning Act 2016 and Local Authorities must have regard to this when exercising its functions in respect of civil penalties.
 7. The maximum penalty that can be set is £30,000. A minimum penalty level has not been set and the appropriate amount of penalty is to be determined by the Local Housing Authority. Only one penalty can be imposed in respect of the same offence.

Decision making

8. Ultimately, it is for the Local Authority to decide which option it wishes to pursue but as a general principle, local authorities should normally prosecute where an offence is particularly serious or where the offender has committed similar offences in the past.
9. Prosecution in serious cases demonstrates that the Local Authority will not hesitate to take formal action where needed and is likely to act as a strong deterrent both to the offender and other rogue landlords. A prosecution also enables the Local Authority to apply for a banning order following a successful conviction.
10. All Gloucestershire Councils have adopted an enforcement matrix which is used to determine the most appropriate course of action in enforcement cases. The principle of the enforcement matrix is to provide a score based on a number of factors, both negative and positive. Bands are provided to reflect the score produced and the appropriate courses of action for dealing with the identified situation.

Bands	Score	Recommended Action
1	Plus to minus 10	Charge higher licence fee Advisory letters Invitation to Landlord events
2	Minus 11 to minus 30	Revoke accreditation Informal letter
3	Minus 31 to minus 40	Commence investigation Serve Section 16 and 235 notices Revoke accreditation Consider revoking licence Formal action
4	< Minus 40	Formal action

11. The enforcement matrix provides guidance to officers carrying out investigations and ensures that enforcement is being carried out in a fair, proportionate and consistent way.

Factors in determining penalty levels

12. Clearly, a single level penalty will not be appropriate in all cases and when assessing the level of penalty to be imposed it is expected that the maximum amount would be reserved for the worst offenders. The actual amount levied should reflect the severity of the case and local authorities should have regard to the following.
- a) The seriousness of the offence
 - i The more serious the offence, the more likely it is that prosecution will be the more appropriate course of action
 - b) Culpability of the landlord – Factors to take into account when determining the culpability include where the offender –
 - i Has the **intention** to cause harm, the highest culpability where an offence is planned.
 - ii Is **reckless** as to whether harm is caused, i.e. the offender appreciates at least some harm would be caused but proceeds giving no thought to the consequences, even though the extent of the risk would be obvious to most people.
 - iii Has **knowledge** of the specific risks entailed by his actions even though he does not intend to cause the harm that results.
 - iv Is **negligent in their actions**.

Examples of Culpability

High (Deliberate Act)	Intentional breach by landlord or property agent or flagrant disregard for the law, i.e. failure to comply with a correctly served improvement notice
High (Reckless Act)	Actual foresight of, or wilful blindness to, risk of offending but risks nevertheless taken by the landlord or property agent; for example, failure to comply with HMO Management Regulations
Medium (Negligent Act)	Failure of the landlord or property agent to take reasonable care to put in place and enforce proper systems for avoiding commission of the offence; for example, part compliance with a schedule of works, but failure to fully complete all schedule items within notice timescale.
Low (Low or no culpability)	Offence committed with little or no fault on the part of the landlord or property agent; for example, obstruction by tenant to allow contractor access, damage caused by tenants

- c) Harm or potential for harm

In determining the level of harm the Local Housing Authority will have regard to:

- i The person: i.e. physical injury, damage to health, psychological distress
- ii To the community; i.e. economic loss, harm to public health

- iii Other types of harm; i.e. public concern/feeling over the impact of poor housing condition on the local neighbourhood
- 13. The nature of the harm will depend on the personal characteristics and circumstances of the victim, e.g. tenant.
- 14. Where no actual harm has resulted from the offence, the Local Housing Authority will consider the relative danger that persons have been exposed to as a result of the offender's conduct, the likelihood of harm occurring and the gravity of harm that could have resulted.
- 15. Factors that indicate a higher degree of harm include:
 - i Multiple victims
 - ii Especially serious or psychological effect on the victim
 - iii Victim is particularly vulnerable

Examples of Harm Categories

High	Defect(s) giving rise to the offence poses a serious and substantial risk of harm to the occupants and/or visitors; for example, danger of electrocution, carbon monoxide poisoning or serious fire safety risk.
Medium	Defect(s) giving rise to the offence poses a serious risk of harm to the occupants and/or visitors; for example, falls between levels, excess cold, asbestos exposure.
Low	Defect(s) giving rise to the offence poses a risk of harm to the occupants and/or visitors; for example, localised damp and mould, entry by intruders.

- 16. Punishment of the offender
 - a) A Civil Penalty should not be regarded as an easy or lesser option compared to prosecution.
 - b) The penalty should be proportionate and reflect the severity of the offence.
 - c) The penalty should be set high enough to help ensure that it has a real economic impact on the offender and demonstrate the consequences of not complying with their responsibilities.
- 17. Deter the offender from repeating the offence
 - a) The ultimate goal is to prevent further offending and help ensure the landlord fully complies with all their legal responsibilities in future.
 - b) The level of penalty should be set at a high enough level to deter repeat offending.
- 18. Deter others from committing similar offences
 - a) Important part of deterrence is the realisation that the Council is proactive in levying Civil Penalties where the need exists and that the level of Civil Penalty will be set high enough to punish the offender and deter repeat offending.
- 19. Remove any financial benefit the offender may have obtained as a result of committing the offence.

- a) Ensure that the offender does not benefit as a result of committing an offence i.e. it should not be cheaper to offend than to ensure a property is well maintained and managed.

Determining the amount of Civil Penalty

20. The Council has developed a spreadsheet for assessing the level of Civil Penalty that should be charged when offences have been committed and highlighted through the enforcement matrix as appropriate for a Civil Penalty.
21. The idea of the spreadsheet is that it takes into account all elements set out in guidance provided by DCLG and the approach the Council adopts through its enforcement policy and procedures.
22. The table below sets out the interrelation between harm and culpability as a determinant of the Civil Penalty banding.

Low Culpability/High Harm Band 4	Medium Culpability/High Harm Band 5	High Culpability/High Harm Band 6
Low Culpability/Medium Harm Band 3	Medium Culpability/Medium Harm Band 4	High Culpability/Medium Harm Band 5
Low Culpability/Low Harm Band 1	Medium Culpability/Low Harm Band 2	High Culpability/Low Harm Band 3

23. The assumed starting point (ASP) in each band will be the mid-point, i.e. for Band 3 the mid-point will be £12,500.

Band 1 = £0 to £4,999 Assumed Starting Point of £2,500	Low Culpability/Low Harm
Band 2 = £5,000 to £9,999 Assumed Starting Point of £7,500	Medium Culpability/Low Harm
Band 3 = £10,000 to £14,999 Assumed Starting Point of £12,500	Low Culpability/Medium Harm OR High Culpability/Low Harm
Band 4 = £15,000 to £19,999 Assumed Starting Point of £17,500	Low Culpability/High Harm OR Medium Culpability/Medium Harm
Band 5 = £20,000 to £24,999 Assumed Starting Point of £22,500	Medium Culpability/High Harm OR High Culpability/Medium Harm
Band 6 = £25,000 to £30,000 Assumed Starting Point of £27,500	High Culpability/High Harm

24. This approach ensures that the assessment of the level of Civil Penalty reflects the factors to be considered in the statutory guidance provided by the Secretary of State and takes into account the requirement to determine the appropriate sanction by using the score produced by the enforcement matrix as a guiding principle.

Aggravating Factors

25. The penalty may be increased by £1,000 for each aggravating factor up to a maximum of the top of the band level determined above.

26. In order to determine the final penalty the Council will consider any aggravating factors relevant to the case.

27. Below is a list which will be considered as part of the determination. This is not an exhaustive list and other factors may be considered depending on the circumstances of each case.

- Previous convictions having regard to the offence to which applies and time elapsed since the offence
- Motivated by financial gain
- Obstruction of the investigation
- Deliberate concealment of the activity/evidence
- Number of items of non-compliance – greater the number the greater the potential aggravating factor
- Record of non-compliance
- Record of letting substandard accommodation
- Record of poor management/ inadequate management provision
- Lack of a tenancy agreement/rent paid in cash
- Already a member of an accreditation scheme or letting standard – so should know better

Mitigating Factors

28. The penalty may be decreased by £1,000 for each mitigating factor to a minimum of the bottom of the band level determined above.

29. In order to determine the final penalty the Council will consider any mitigating factors relevant to the case.

30. Below is a list which will be considered as part of the determination. This is not an exhaustive list and other factors may be considered depending on the circumstances of each case.

- Co-operation with the investigation
- Voluntary steps taken to address issues e.g. submits a licence application
- Willingness to undertake training
- Evidence of health reasons preventing reasonable compliance – mental health, unforeseen health issues, emergency health concerns
- No previous convictions
- Vulnerable individual(s) where there vulnerability is linked to the commission of the offence.
- Good character and/or exemplary conduct

- 31. When considering aggravating and mitigating factors the Civil Penalty imposed must remain proportionate to the offence.
- 32. Reference will be made to Magistrates Court Sentencing Council guidelines when considering relevant aggravating and mitigating factors.
- 33. An offender will be assumed to be able to pay a penalty up to the maximum amount unless they can demonstrate otherwise.

Civil Penalties – Multiple Offences

- 34. Where the Local Housing Authority are satisfied that more than one offence is being committed concurrently in respect of a single property, they may issue multiple Civil Penalty notices, (for example, where there are multiple breaches of the HMO Management Regulations).
- 35. However, where satisfied on the merits of the case and/or where the authority considers that issuing multiple penalties at the same time would result in an excessive cumulative penalty, nothing in this policy shall require the authority to do that. The authority may take action in respect of one or some of the offences and warn the offender that future action in respect of the remaining offences will be taken if they continue.

36. Maximum Levels

- 37. The Council takes the enforcement of housing conditions in the Private Rented Sector extremely seriously and proactively pursues enforcement action where it is considered to be necessary and appropriate.
- 38. There may be circumstances when the Council is dealing with offences that it considers will warrant a maximum penalty.

39. Recording of the decision

- 40. A record of each decision and the reasons for the financial penalty will be made and how the amount of the penalty was obtained and the reasons for imposing it.

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Cheltenham Borough Council

Proposed Disposal of freehold interest of 1 Halland Road

Cabinet – 10 April 2018

Accountable member	Cabinet Member for Finance – Councillor Rowena Hay
Accountable officer	Head of Property and Asset Management – Dominic Stead
Ward(s) affected	Leckhampton Ward
Key/Significant Decision	Yes
Executive summary	<p>1 Halland Road is currently let to the charity Liveability who has given 6 months' notice to break their lease effective from the 9th April 2018.</p> <p>This has provided the opportunity to consider the feasibility together with CBH of the following.</p> <ol style="list-style-type: none"> 1. Retaining the property but as private rented accommodation. 2. To divide the property into 3 or 4, one and two bedroom flats and selling the long leasehold interests as first time affordable properties to the Under 35. 3. To dispose of the freehold interest in the property <p>The option to dispose of the property is the one that is recommended.</p>
Recommendations	<p>It is recommended that Cabinet approves:-</p> <p>Delegation to the Head of Property & Asset Management (in consultation with the Cabinet Member for Finance) the marketing and disposal of the property for best consideration and upon such other terms as are deemed appropriate.</p> <p>Authorises the Borough Solicitor to prepare and conclude the necessary documentation to reflect the terms negotiated.</p>
Financial implications	<p>The capital receipt arising from the proposed disposal of the property will be exempt from HRA pooling regulations therefore leaving the full sum available to finance capital expenditure on new affordable housing as previously resolved by Council.</p> <p>Contact officer: Bob Dagger, Bob.Dagger@cheltborohomes.org</p>

Legal implications	<p>Due to its statutory status, the Council is very limited as to circumstances in which residential tenancies it grants are “private tenancies”, i.e. outside the provisions of the Housing Act 1985 which grant security of tenure and the Right to Buy.</p> <p>As the property is currently held within the Housing Revenue Account, the sale will have to be in accordance with the provisions of s32 Housing Act 1985, and require the consent of the Secretary of State. The Secretary of State has issued general consents in respect of certain disposals: consent A3.1.1 permits the freehold disposal of a vacant dwelling house for a consideration equal to its market value.</p> <p>Contact officer: Rose Gemmell, rose.gemmell@tewkesbury.gov.uk, 01684 272014</p>
HR implications (including learning and organisational development)	n/a
Key risks	There is a risk that there the property will be empty for a period of time following the vacation of the property and its subsequent disposal. The intention will be to monitor the property during that period thus minimising the risk of vandalism or illegal occupation.
Corporate and community plan Implications	1. The disposal will realise a capital receipt to be placed in the Housing Revenue accounts
Environmental and climate change implications	
Property/Asset Implications	<p>As set out in this report</p> <p>Contact officer: David Roberts@cheltenham.gov.uk</p>

1. Background

- 1.1 1 Halland Road is a residential property located on a private cul de sac in Leckhampton. The property is held in the Housing Revenue Account.
- 1.2 The property is a large 4 storey semi-detached red brick Edwardian house that has been sub divided into 2 self-contained properties. The ground floor comprising of living room, kitchen, bedroom and bathroom. The upper floor comprises of 4 bedrooms, kitchen, living room, WCs, bathrooms. There is a large rear garden.
- 1.3 The property is let to Grooms –Shaftesbury (Now Liveability) since 1990.
- 1.4 The first floor is vacant and Liveability intends rehousing the tenant on the ground floor into other accommodation they manage.
- 1.5 Liveability has served their 6 months break notice on their lease. The lease will be terminated on the 9th April 2018.
- 1.6 The Council along with Cheltenham Borough Homes looked at the feasibility of the following

along with their decisions (see attached options Appendix 3)

- 1.7 The recommended option is to dispose of the freehold interest.
- 1.8 The agent is of the opinion that as a single residency, as it is considered that the highest value for the property would be as a single residency.
- 1.9 Retain as private rented accommodation could be considered but this is time prohibitive at present as commented in Appendix 3
- 1.10 This report was considered by AMWG on Tuesday 26th March and made a specific request that Cabinet asks CBH to allocate the sale proceeds towards the provision of additional affordable housing units, and if possible to offer the units to the under 35 age group who find it particularly difficult to obtain suitable affordable accommodation.

2. Reasons for recommendations

- 2.1 Potential capital receipt.

3. Alternative options considered

- 3.1 Retaining the property but as private rented accommodation.
- 3.2 To divide the property into 3 or 4, one and two bedroom flats and selling the long leasehold interests as first time affordable properties to the Under 35.
- 3.3 To dispose of the freehold interest in the property

4. Consultation and feedback

- 4.1 Ward Members have been consulted, together with the Cabinet Member for Finance and Cabinet Member for Housing

5. Performance management –monitoring and review

- 5.1 Monitor to ensure the sales process is going accordingly

Report author	Contact officer: Rebecca Conway , Rebecca.conway@cheltenham.gov.uk, 01242 264109
Appendices	1. Risk Assessment 2. Location Plan & Photo of the property. 3. Other options that were considered (exempt)
Background information	n/a

The risk				Original risk score (impact x likelihood)			Managing risk				
Risk ref.	Risk description	Risk Owner	Date raised	Impact 1-5	Likelihood 1-6	Score	Control	Action	Deadline	Responsible officer	Transferred to risk register
	If the council does nothing then the property will potentially fall into decay	DS	20/10/2017	5	5	25	Transfer	Dispose on the open market			
	If the property is left empty long term then it would leave the council with an ongoing maintenance liability.	DS	18/10/2017	5	1	5	Accept	Extremely unlikely as the property is located in a very popular and highly sought after location. Property will continued to be marketed until we receive an offer		RC	
	If the property remains empty then the property will be vulnerable to vandalism and even illegal occupation	DS	3/16/2018	5	1	5	Reduce	Market and dispose of the property as soon as possible.			
Explanatory notes Impact – an assessment of the impact if the risk occurs on a scale of 1-5 (1 being least impact and 5 being major or critical) Likelihood – how likely is it that the risk will occur on a scale of 1-6 (1 being almost impossible, 2 is very low, 3 is low, 4 significant, 5 high and 6 a very high probability) Control - Either: Reduce / Accept / Transfer to 3rd party / Close											



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Cheltenham Borough Council

Cabinet – 10 April 2018

Replacement audio visual system in the Council chamber

Accountable member	Cabinet Member Corporate Services, Councillor Roger Whyborn
Accountable officer	Director of Corporate Resources, Mark Sheldon
Ward(s) affected	All
Key/Significant Decision	No
Executive summary	<p>For some time there have been intermittent problems with the sound system in the Council Chamber which has caused difficulties in public meetings and there is a widespread view amongst councillors and some of the public that it is not fit for purpose. There are limitations of the current equipment which is now over 12 years old and no longer manufactured and it is not cost effective to carry out anything other than ad hoc repairs as required.</p> <p>A project was set up in September 2017 to consider the options for replacing the system and a Cabinet Member working group was set up to help define the priorities. The project aims to replace the current audio system in the Council Chamber, and add additional options dependent on costings, and business case, as well as to prioritise compliance with the requirement to provide 'assistive listening'.</p> <p>The requirements were put out to tender in January this year and a preferred supplier was chosen on the basis of cost and quality.</p> <p>In February 2018 Council allocated a sum of up to £75,000 to be earmarked for this expenditure and it is now coming back to Cabinet to approve the final purchase. The proposed expenditure and rationale for the options chosen are set out in this report.</p>
Recommendations	<ol style="list-style-type: none"> 1) That the essential and desirable items listed in paragraphs 4.1 and 4.2 are purchased by Cheltenham Borough Council within a total cost of £66,000. 2) That a sum of £5000 is provisioned for maintenance and support of the system over a 5 year period as follows: <ol style="list-style-type: none"> i) £1000 for 2018/19 from the £75K allocated for the capital expenditure ii) in subsequent years it is proposed to increase the current Municipal Offices maintenance budget by £1000 p.a to cover this either through a transfer from existing budgets or a growth bid. 3) That the remaining £8K from the £75 K allocated is retained during 2018/19 for additional unforeseen costs and contingencies that may arise during the implementation,

and/or later enhancements to be authorised by the Head of Property Services in consultation with the Cabinet Member Corporate Services.

Financial implications	<p>The initial costs of £67,000 for the purchase of the equipment and first year's maintenance costs will be funded from the 2018/19 capital budget of £75,000 approved by Council at the budget setting meeting on 19 February 2018. The balance of £8,000 will be used for further equipment or additional associated costs in 2018/19 or carried forward for use in future years.</p> <p>Annual maintenance costs of £1,000 per annum for the financial year 2019/20 onwards will be included as growth to the council's revenue base budget, subject to approval by Council as part of the 2019/20 budget setting process</p> <p>Contact officer: Sarah Didcote, sarah.didcote@cheltenham.gov.uk, 01242 264125</p>
Legal implications	<p>Tenders within budget and not exceeding £100,000 can be accepted by an authorised officer. The form of contract must be approved by the Council Solicitor in accordance with the Contract Rules.</p> <p>The data protection aspects of the new system will need to be fully considered prior to implementation. This should include a retention policy (which will also be relevant to managing information in a freedom of information context).</p> <p>Contact officer: Peter Lewis, peter.lewis@teWKesbury.gov.uk, 01242</p>
HR implications (including learning and organisational development)	<p>There are no direct HR implications arising from this report.</p> <p>Julie McCarthy (HR Manager – Publica Group)</p> <p>Julie.mccarthy@cheltenham.gov.uk Tel: 01452 264355</p>
Key risks	<p>The key risk is that the current sound system may fail at any time and therefore reduce the accessibility and effectiveness of council meetings for Members, officers and the public.</p> <p>See Risk Assessment in Appendix 1 for other risks.</p>
Corporate and community plan Implications	<p>Supports the following ambition in the Corporate Plan and the project is listed as an action for completion in 2018.</p> <p><i>The council's customers will have access to services in a way that is modern, easy and convenient for them.</i></p>
Environmental and climate change implications	<p>No specific implications identified</p>

Property/Asset Implications	<p>Due to the age and condition of the existing AV system, replacement is recommended and we further endorse including any technological improvements to assist Democratic Services future operational needs; Property Services have been fully involved with the specification and procurement of a new AV system throughout and confirm the specification has engendered 'future-proofing' the new system as far as is practicable.</p> <p>Contact officer: Garrie Dowling, Senior Capital Projects Surveyor garrie.dowling@cheltenham.gov.uk 01242 264394</p>
ICT Implications	<p>The Public Wifi available in the Council chamber will not provide access to locally connected equipment for presentation purposes so other alternatives will need to be investigated.</p> <p>Tony:Skipp ICT Support Team Leader</p>
Strategy and Engagement implications	<p>There will be some work for the communications team to set up the social media links but this can be done as part of Business as usual and will not require any additional resources.</p> <p>Richard Gibson, Strategy and Engagement Manager Richard.gibson@cheltenham.gov.uk, 01242 235354</p>

Background

- 1.1 For some time there have been intermittent problems with the sound system in the Council Chamber which has caused difficulties in public meetings and there is a perception by some councillors and the public that it is not fit for purpose. There are limitations of the current equipment which is now over 12 years old and no longer manufactured and it is not cost effective to carry out anything other than ad hoc repairs as required. The sound system is regularly checked as part of a maintenance contract but there is no in house expertise to fix ad hoc problems when they arise during a meeting.
- 1.2 In or before 2023 the new office accommodation at Delta Place will become available for council staff and will include a flexible space for council meetings. There is also the possibility of a move to temporary office accommodation before then. It is very likely that the current sound system would need to be replaced before that date so it is not advisable to defer a decision on a new system until any move.
- 1.3 The Cabinet Member Corporate Services has requested that any solution **should be practical, affordable and portable** and thus set up a Cabinet Member Working Group in September 2017. The Cabinet Member had requested initial estimates of the cost of the various options so that they could be fed into the budget discussions. The Cabinet Member also requested solutions which are owned by CBC and which therefore avoid significant revenue cost implications. In February 2018 Council allocated a sum of up to £75,000 to be earmarked for this expenditure. The project aims to replace the current audio system in the Council Chamber, and add additional options dependent on costings, timings and business case.
- 1.4 In view of the planned relocation of the council from the Municipal Offices it is an essential requirement that any new equipment is easily transferable to the new location without incurring significant extra cost. However there would always be a degree of fixed installation costs as part of any package so these would have to be taken into account if the council moved from the Municipal building within the life of any contract.
- 1.5 Consideration was also given to extending the system to the Pittville Room to enable similar facilities to be provided for Cabinet, Member Seminars and other public meetings with similar flexibility in any new accommodation. Initially this was felt to be a lower priority but more recently there have been significant sound problems in the Pittville Room and hence this is now being considered as an essential requirement.

2. Investigations and consultations

2.1 The working group

The Cabinet Member invited interested Members to join a working group and this consisted of Councillors Clucas, Harman, Lillywhite, Payne and Parsons and was chaired by the Cabinet Member Corporate Services, Councillor Roger Whyborn. They were supported by the Democratic Services Manager and the Senior Capital Projects Surveyor. After tabling a briefing note to the Overview and Scrutiny Committee in February, the Cabinet Member extended an invitation to other members of the O&S committee and Councillors Mason and Walklett joined the working group at their final meeting before this report.

Priority setting

- 2.2 For its initial deliberations a number of priorities had been tabled at the working group, and subsequently modified after discussions to produce the following lists:

2.3 Facilities which were deemed “Essential”

- Base system which is entirely reliable - as portable as possible.

- 52 Individual delegate microphones, probably wireless to ensure portability
- Must be bought outright, with only minimal ongoing revenue.
- Capable of easy operation by officers who are not technical engineers
- A compatible 'hearing loop' system with ability to deal with exempt business whilst not compromising confidentiality or alternative technology achieving the same or better result.
- 20 Individual delegate (could be wireless) microphones for Pittville room with appropriate controls.

2.4 Facilities which were “Desirable”

The working group felt any of the following features could be added if Members believed they represented good value for money.

- Audio and video to an overflow room. (Audio from the Council Chamber is already available to the Pittville room).
- Audio and video recording capabilities – can be via Facebook, YouTube etc.
- In conjunction with the above a capability to find items on the agenda
- Audio and Video cameras enabled for live online broadcast
- Digital voting system, if Members believe this adds value.
- Consideration given to above being linked to the modern.gov system for ease of access to the appropriate part of the meeting. At minimum we needed to know what sort of links need to be embedded into the system in order for access by councillors, staff and the public.

2.5 The working group was generally agreed on the “Essential” items as listed in para 2.3, but views very much more mixed regarding the “Desirable” items at 2.4 ; the audio recording of meetings was a high priority, along with digital voting for some Members but not for others. Webcasting and video was initially felt to be a fairly low priority, whether for overflow or for web/recording purposes.

2.6 Wider soundings were also taken, and accordingly Cabinet Members were minded to raise the priority for webcasting, particularly in recognising the potential for this media to reach hitherto unreached groups, especially those who are not politically engaged, either via live streaming or recordings.. There is the further potential to make this facility available at an appropriate cost for outside groups who use the council chamber. Cabinet Members were less convinced about the value added by digital voting, and noted that although it was an available option at the County Council, Members there had not opted to take this up.

Other councils

2.7 In the course of investigations, officers and some members, either visited, or spoke to other councils at Gloucestershire County Council, Exeter City, Stroud and Forest of Dean. This was very informative in understanding the range of options available and costs.

2.8 At the county council they have invested in a dual microphone wireless system with a fully hosted web casting system and presentation system. Members of the working group were demonstrated the system and shown how the microphones were charged in between meetings in a special equipment cupboard. Members noted that a fully hosted web casting system would incur an annual revenue cost of between £10 and £15 K depending on the number of meeting hours.

2.9 A visit to Stroud demonstrated an alternative wired system with self-hosted web casting in a fixed but flexible meeting space and full presentation facilities. ”

2.10 The Cabinet Member and officers held a conference call meeting with Exeter City who provide a live and recorded streaming of their council meetings to YouTube. This followed their earlier e-mail response which read:
“We find that we never really have more than 15-20 people watching a broadcast at once

when it's a committee meeting but after a few days, the viewing figures are generally around 2000 views. Which for a couple of hours of my time is a pretty good return I think.

We live streamed a Scrutiny Committee on the 9th Nov which has currently had 1.6k views here:

An extraordinary meeting of the Council on the 12th Oct has now had more than 6,000 views....

Another extraordinary meeting was held on the 19th July which has now had about 8.6k views.”

See <https://www.facebook.com/ExeterCityCouncil/videos>

- 2.11 Officers advised that the initial outlay had been for a single stand-alone camera which was operated by their communications team.
- 2.12 It was observed that Exeter City had been very successful in reaching residents through social media, but there were limitations with a single camera, also concerns to provide the service in a more resilient and less labour intensive way. We wanted to explore whether an enhanced facility could be provided at a reasonable cost by the main system supplier. What was clearly demonstrated however was the importance in regarding this as a good communication tool, and the value of accessibility of the broadcasts via social media, rather than relying on more traditional platforms.

3. The tender process and evaluation

- 3.1 An invitation to tender (ITT) was therefore prepared on the basis of the essential and desirable items set out in paragraphs 2.3 and 2.4. put out to tender during January on the council's procurement portal. Several suppliers visited the Municipal Offices to inform their tender submission and speak to the officers involved.
- 3.2 The supplier submissions were evaluated using a process whereby each supplier was given a score out of 45 for their quote for the essential items and a score out of 55 for the quality of their response to 8 questions. The listed items for pricing by suppliers and the cost and quality ratings are shown at Appendix 2. The suppliers were also asked to provide a quote for the desirable items which could potentially be added on at a later date once the chosen supplier had been selected.
- 3.3 The tender process was conducted by a panel of officers and VP Bastion was the successful bidder. The results are commercially sensitive but are attached in an exempt Appendix 3.
- 3.4 In discussion with VP Bastion it became clear that additional savings could be made by having dual shared microphones where appropriate. This proposal was thus incorporated.
- 3.5 A further meeting of the Cabinet Member Working Group was convened on the 12 March to seek their views on the priorities in the light of the quoted costs to enable the proposals to be finalised in this Cabinet report. The resulting priorities are formalised in the recommendations in section 4 together with the rationale and any alternatives considered.

4. Recommendations

- 4.1 On the basis of the quotes received It is recommended that the following “essential” items are purchased by Cheltenham Borough Council once any final contractual items with the successful tenderer are completed. The contract price will include all preliminary work and project management as specified in the tender and will be in the order of £65K. There is also an additional £1000 required for the council to provide an additional monitor for the Mayor and a high spec operator PC for the democratic services officer bringing the total to £66K.

- A wired Bosch sound system to the Council Chamber with 1 chair's microphone, 8 single and 24 dual units
- A wireless system for the Pittville room with 1 chair's microphone and 8 dual delegate units
- 'Assistive Listening' for the Council Chamber and Public Gallery
- The AV presentation system
- CBC to purchase a high spec operator PC and 1 repeater screen for the Mayor
- 5 year maintenance contract from the supplier

4.2 It is recommended that the following "desirable" items are purchased by Cheltenham Borough Council:

- Entry-level single camera with pan, tilt and zoom (PTZ) audio & visual webcasting facility and with streaming and recording to social media.
- 2 additional cameras, as per supplier's proposal.
- Some additional facilities to ensure support for the 'desirable' items, together with basic links to modern.gov, and the ability to put agenda item details and the like into the streamed output.
- A new speech timer.

4.3 It is recommended that any remaining sum is retained to support any unforeseen expenditure during the implementation and/or any other AV related items as are required in the future. This could include implementing Member id software to enable the speaker to be identified by name using an ID card facility, digital voting or enhancing the web casting facilities. It is noted that the capital sum allocated by Council in the budget was for 2018/19 and therefore a carry forward request would have to be agreed in order for this to be carried forward to any future years.

5. Rationale for recommendations and alternative options considered

5.1 Wired versus Wireless systems

At first wireless systems were felt to offer more flexibility and particularly portability if the council was to move to new accommodation. Some technical risks with regard to wireless systems were raised by some suppliers, such as radio interference, though other suppliers recommended wireless and felt that with modern equipment any interference problems could be overcome.

5.2 More pertinent were the cost and accessibility issues. Not only are wireless systems significantly more expensive to buy, upwards of £15K more, but they are also expensive to run in that it is someone's task to charge batteries, put out, and take back in up to 50 wireless mics for every meeting. In terms of portability issues, suppliers advised that the cost of moving a hard-wired system to another council chamber was not a significant cost and therefore should not be a major factor in our decision.

5.3 External groups using the Council chamber could easily be given access to a hard-wired system, whereas access to a wireless system would require significant staff input.

5.4 On this basis it was decided that a wired system for the Council Chamber was appropriate.

5.5 It was agreed that a wireless solution would be more appropriate for the Pittville room so that it could be fully portable to other venues and would give flexibility in the way the room was arranged. Again some savings could be made on the quotes given by having shared microphones.

5.6 ID Registration

The option of ID registration and the cost was discussed with the supplier. The ID facility would enable a name caption feature to be included in the video stream and displayed on the screen and would be essential for digital voting. The ID functionality offered by the supplier would include the provision of 100 ID cards and an ID card reader on each microphone.

This would enable the speaker to be identified during any debate. The alternative would be for Members to sit in fixed positions in the chamber. Either way the additional cost for the ID facility (detailed in exempt appendix) was considered high by the working group, the Cabinet Member and others, so the Cabinet Member decided not to recommend this facility.

It is a facility that could be added retrospectively albeit the cost would be somewhat higher

5.7 Social Media Streaming

With the steer from Cabinet, it was agreed that this first step into web casting would support the council's ambition to engage more people in the democratic process and particularly young people. Indeed it became clear during the investigation process that social media casting/streaming is a more appropriate term than webcasting.

5.8 'Entry level' webcasting versus 'state of the art' webcasting, with audio and video recording.

5.9 Both of these terms, though used in the council's tender documents in order to solicit a wide range of solutions, need some clarification. Apart from the major price difference the contrast is best summarised as follows:

- Both options give live streaming to the web and connect to a recorder, for subsequent posting on social media, YouTube websites etc. Both of these systems include cameras which will pan, tilt and zoom (PTZ), and operate automatically.
- The 'State of the art' option gives a lot more integration to other parts of the AV (audio-visual) system, as in links to modern.gov, digital voting, and more. After the meeting viewers could easily home in on any particular agenda item and any particular speaker as all the relevant links to modern.gov would have been set up. The fully integrated systems require an initial outlay in the order of £15-30K from the figures we were quoted from suppliers and external hosting support which is typically around £10,000 per annum. This could also be restricted to a certain usage per annum, typically 60 hours depending on the hosting contract.
- The 'Entry level' option is rather more than simply a camera at a location as with the right technology the camera can be automatically homed in on the speaker and then moves to the next speaker. Additional cameras ensure this changeover appears more smoothly to the viewer. The indexing links to the committee minutes system would not be available and any indexing facilities would be basic. This would include an agenda item caption on the video stream which would enable the viewer to identify the agenda item but would not allow them to automatically jump to that item on the recording i.e. they would have to scroll through. As explained in paragraph 5.6 the speaker name would not be identified on the video stream without the ID card option. The costs for this entry-level option are typically in the order of £7K. However the advantage is that there are no hosting costs which would incur substantial revenue spend, as the output is hosted on social media.
- The Cabinet Member also initiated a study into an in-house supplied stand-alone option, similar to that being operated at Exeter City Council and developed by their Communications team using a single camera which could be purchased for around £500. Whilst this option would be very low cost, it is labour-intensive, hence this solution would generate some extra revenue costs through increased officer time for continuously staffing

it in addition to Democratic Services support at the meeting. It would also be necessary to ensure that the sound quality was of a high enough standard if the recordings were likely to be referred back to.

- The working group had given a very clear 'steer' that it expected a 'no frills' project. In terms of costs the latter two systems would be purchased outright, whereas fully integrated systems require substantial additional revenue cost. In conclusion the deciding factor is revenue cost which rules out the fully hosted system and also makes the single camera option requiring manual operation problematic; **hence the supplier's 'entry level' option is recommended.**

5.10 Replacing audio-visual presentation system in the Council Chamber

A wireless audio-visual presentation system has been recommended by the supplier following their site visit and this would enhance the facilities in the chamber for presentations. Presentations could be made from the operator laptop but could also be presented wirelessly from another device positioned anywhere in the chamber. With added concerns from Property Services about the age and longevity of the current system this seemed a good facility to add to the project for a moderate cost. It would also make the chamber more attractive to external users should the council decided it wanted to hire out its facilities at any point.

5.11 Other facilities

Assistive listening and additional speakers in the public gallery were all deemed to be essential so no other options were considered. A download feature from modern.gov is also included to enable agenda items to be automatically downloaded by the operator and displayed on the screen and video stream.

5.12 Digital voting

It has been suggested by some that this was an essential requirement so that residents could see how their councillor voted on every issue and hence hold their councillor to account. However given the costings the majority of the working group felt this was an unnecessary cost and the current procedures for a recorded vote were perfectly adequate. It should of course be added that anybody watching the proceedings on social media will be able to see how voting, and particularly recorded voting takes place, much as if they were present in the council chamber.

5.13 Maintenance contract

The supplier will offer a discount for a 5 year contract paid up front and a future revenue cost would have to be planned in at the end of the five-year period to cover future maintenance. It is proposed that this maintenance cost could be covered from the capital sum in 2018/19 but the maintenance provision for the municipal building is increased by £1000 per annum to cover future maintenance. It is proposed that this could be found from existing budgets but otherwise a growth bid would be required.

6. Data protection and GDPR implications

- 6.1** The council is currently working on a project to ensure it is fully compliant with the new GDPR regulations being introduced in May 2018. The implications of web casting and the permanent record on social media will need to be assessed and appropriate privacy statements produced and a retention policy agreed.

7. Performance management –monitoring and review

- 7.1** The new sound system will continue to be managed as a project and regular meetings will be held with the Cabinet Member and Project Sponsor. In addition to Democratic services and Property services, officers from the web team and ICT Publica have also been allocated to the project.
- 7.2** The project will aim for an implementation date by September 2018 when meetings restart after the summer recess. The implementation work is expected to be completed within a two-week

timescale.

Report author	Contact officer: Rosalind Reeves, Democratic Services Manager, rosalind.reeves@cheltenham.gov.uk, 01242 77 4937
Appendices	<ol style="list-style-type: none"> 1. Risk Assessment 2. Tender evaluation details 3. Detailed scores and costings for the successful bidder
Background information	<ol style="list-style-type: none"> 1. None

Risk Assessment

Appendix 1

The risk				Original risk score (impact x likelihood)			Managing risk				
Risk ref.	Risk description	Risk Owner	Date raised	Impact 1-5	Likelihood 1-6	Score	Control	Action	Deadline	Responsible officer	Transferred to risk register
	If the current sound system in the Council Chamber is not replaced then there is a risk that it may fail at any time and thereby reduce public and Member accessibility	Head of Property	Sept 2017	3	5	15	Reduce	Replace the system asap	Dec 2018	GD	
	The same risk for the Pittville Room	Head of Property	March 2018	3	4	12	Reduce	Replace the system asap	Dec 2018	GD	
	If the council moves out of the Municipal offices then the equipment may not be able to be easily relocated without significant costs	Head of Property	Sept 2017	3	3	9	Reduce	Ensure this is set out as a requirement in the tender process. Ensure this is taken into account in the Accommodation strategy when planning meeting facilities.	Jan 2018 Ongoing Till 2023	GD MS/GD	
	If the public are not able to hear the proceedings in the gallery then this will reduce their participation in the democratic process	DSM	Sept 2017	3	4	12	Reduce	Replace the sound system and have additional speakers in the gallery and overflow linkage to the Pittville room Organise public speaking training for Councillors	Dec 2018 Dec 2018	GD RR	
	If the council does not make its meetings	Head of Strategy and	March 2018	2	3	6	Reduce	Ensure communications	April 2018	RG	

	available on the web in some form, then public participation in the democratic process will not be facilitated or enhanced	Engagement						resources are committed to the project Include basic web casting in the project The communications team are supporting and fully utilising social media to promote the service during its first year.	Dec 2018 April 2019	RR RG	
	If the council opts for a basic webcasting solution which does not integrate with modern.gov or provide indexing to agenda items then public expectations may not be met or take up will be low if there	DSM	March 2018	2	4	8	Reduce	Explore options within the entry level solution to provide some simple indexing or breaks in recording.	Dec 2018	RG	
	If the council opts not to have Id cards then a speaker cannot be identified on the video stream or on the display in the Council chamber unless a fixed seating plan is adopted	DSM	March 2018	2	5	10	Accept	Ensure the implication of the decision not to have ID cards is spelt out in the report.	April 2018	RG	
	If we do not opt for Id cards for each microphone then this may limit future flexibility for digital voting and webcasting especially if there is no fixed layout	DSM	March 2018	3	3	9	Accept	Ensure the system chosen supports potential future requirements or the implications of not doing this are fully understood.	April 2018	MS	

	in the new accommodation.										
	If the council goes for a phased approach then the individual elements quoted from suppliers may cost more in the future if they are done piecemeal or it may reduce suppliers discount	Head of Property	March 2018	2	4	8	Reduce	Agree with the supplier the level of spend required to achieve discounts and aim to achieve as much as desired within the budget	May 2018	GD	
	If the council does not assess the data privacy requirements of web casting then it may be in breach of the GDPR regulations.	DSM	March 2018	4	3	12	Reduce	Complete an assessment for the function and appropriate privacy statement	April 2018	RR	
	If a 5 year maintenance contract is included in the capital costs then at the end of this period there will be no revenue budget to support future maintenance costs	Head of Property	March 2018	3	2	6	Reduce	If the decision is taken to go ahead with the new sound system consider increasing the maintenance costs of the Municipal building to cover the annual cost of £1000. .	April 2018	GD	

Explanatory notes

Impact – an assessment of the impact if the risk occurs on a scale of 1-5 (1 being least impact and 5 being major or critical)

Likelihood – how likely is it that the risk will occur on a scale of 1-6

(1 being almost impossible, 2 is very low, 3 is low, 4 significant, 5 high and 6 a very high probability)

Control - Either: Reduce / Accept / Transfer to 3rd party / Close

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Tenderer Assessor		Weighting	Score	Comments
1	Quantity question - price	45%		
2	Quality questions	55%		
a	Company Accreditations	5%		
b	Quality of sub-contractors	10%		
c	Experience of Contract Manager	5%		
d	Challenges & resolution in previous projetcs	10%		
e	Method Statement	5%		
f	Portability & Ease of Use	10%		
g	Servicing & Maintenance	5%		

h	Programme of Works	5%		
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SCORE	DESCRIPTION			
5	Exceeds expectations Gives high confidence that all key aspects of the requirements will be achieved and may be relied upon without reservation. Offers added			
4	Meets expectations Gives confidence that all key aspects of requirements will be achieved.			
3	Satisfactory Generally meets requirements, gives minor reservations about meeting some of the requirements.			
2	Unsatisfactory Below expectations and does not fully address the requirements and gives rise to concerns about potential reliability.			
1	Poor Well below expectations, response is limited or inadequate or substantially irrelevant to the requirements.			
0	Unacceptable Nil response, or is incomplete or irrelevant to the requirements that it is not possible to form a judgement.			

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Cheltenham Borough Council

Cabinet – 10 April 2018

Award of rent support grants to Cheltenham's Voluntary and Community Sector Organisations

Accountable member	Cllr. Rowena Hay, Cabinet Member Finance										
Accountable officer	Mark Sheldon, Director of Resources										
Ward(s) affected	All										
Key/Significant Decision	No										
Executive summary	<p>As part of Cheltenham Borough Council's wider ambitions to support a thriving voluntary and community sector (VCS), the council enables VCS groups to rent its properties through offering a rent support grant scheme.</p> <p>The current policy was adopted in December 2016 which permits VCS groups to apply for a rent support grant either at the start of a lease or at the time of a rent review. Applications are scored against four criteria with the amount of subsidy awarded being proportionate to the degree to which the applicant meets the criteria.</p> <p>Applications for rent support grants have been received from:</p> <ul style="list-style-type: none"> • Hesters Way Neighbourhood Project (for two properties) • St Margarets Hall Users Group • Glos and District CAB <p>This report sets out the proposed level of rent support grant to be awarded to the three applicants.</p>										
Recommendations	<p>Cabinet agrees to the following rent support grants:</p> <table border="1"> <thead> <tr> <th>Applicant</th><th>Recommended rent support grant</th></tr> </thead> <tbody> <tr> <td>Hesters Way Neighbourhood Project Neighbourhood Charity Shop 16-18 Hesters Way Road</td><td>A rent support grant of 36% of current market rent totalling £2,160 per annum.</td></tr> <tr> <td>Hesters Way Neighbourhood Project The Living Room Rowanfield Exchange</td><td>A rent support grant of 62% of the current market rent totalling £2,790</td></tr> <tr> <td>St Margarets Hall Users Group St Margarets Hall</td><td>A rent support grant of 82% of the current market rent totalling £11,070</td></tr> <tr> <td>Glos and District CAB 3 St. Georges Place</td><td>A rent support grant of 66% of current market rent totalling £6,600</td></tr> </tbody> </table> <p>Authorises the Strategy and Engagement Manager to enter into rent support grant agreements with the applicants.</p>	Applicant	Recommended rent support grant	Hesters Way Neighbourhood Project Neighbourhood Charity Shop 16-18 Hesters Way Road	A rent support grant of 36% of current market rent totalling £2,160 per annum.	Hesters Way Neighbourhood Project The Living Room Rowanfield Exchange	A rent support grant of 62% of the current market rent totalling £2,790	St Margarets Hall Users Group St Margarets Hall	A rent support grant of 82% of the current market rent totalling £11,070	Glos and District CAB 3 St. Georges Place	A rent support grant of 66% of current market rent totalling £6,600
Applicant	Recommended rent support grant										
Hesters Way Neighbourhood Project Neighbourhood Charity Shop 16-18 Hesters Way Road	A rent support grant of 36% of current market rent totalling £2,160 per annum.										
Hesters Way Neighbourhood Project The Living Room Rowanfield Exchange	A rent support grant of 62% of the current market rent totalling £2,790										
St Margarets Hall Users Group St Margarets Hall	A rent support grant of 82% of the current market rent totalling £11,070										
Glos and District CAB 3 St. Georges Place	A rent support grant of 66% of current market rent totalling £6,600										

Financial implications	<p><i>The two properties occupied by the Hesters Way Neighbourhood Project are HRA properties, if the proposals are accepted, there is a net increase of rent of £1,050 per annum to the HRA.</i></p> <p><i>If the proposals are accepted for the two other properties, there is an increase of rent of £3,730 per annum to the general fund.</i></p> <p>Contact officer: paul.jones@cheltenham.gov.uk, 01242</p>
Legal implications	<p>Under S123 Local Government Act 1972, leases for a term greater than 7 years must be for the best consideration reasonably obtainable. The only exemption to this is where the letting at less than best consideration contributes to the 'social, economic or environmental well-being' of the council's area or residents. Whilst leases for a term of less than 7 years do not have to be for the best consideration reasonably obtainable, the council must still have regard to its general fiduciary duty.</p> <p>Granting a lease at market rent, whilst implementing a policy of grant support, means that if the tenant at any time fails to meet the grant criteria, there is no complicated legal mechanism for ensuring that the rent is uplifted to market value: the grant is simply suspended. Accordingly, the Policy for Property Lettings and Disposals to the Third Sector, Voluntary and Community Groups was adopted by Cabinet on 13 December 2016.</p> <p>Legal advice was sought on whether this policy would fall foul of rules against State Aid. State Aid occurs when financial assistance is given by a public body which favours certain organisations and distorts or threatens to distort competition between Member States of the EU. The advice is that the letting at an undervalue to community organisations will not be State Aid if:</p> <ul style="list-style-type: none"> • The proposed tenant is a not for profit organisation; • The use of the building will be for a community purpose; and • The activities carried out by the organisation(s) are of local interest only. <p>Contact officer: Rose.gemmell@teWKesbury.gov.uk, 01684 272014</p>
HR implications (including learning and organisational development)	<p>None identified as a result of this report.</p> <p>Contact officer: , @cheltenham.gov.uk, 01242</p>

Key risks	<p>If the Council is overly generous in subsidising tenancies with grants, this will result in reduced income from assets and cumulative impacts on the Council's medium term financial strategy.</p> <p>If appropriate and transparent grant agreements are not put in place, tenants may be more difficult to remove if they fail to meet the terms of any subsidised letting arrangement, with the potential for associated adverse publicity for the Council;</p> <p>If prospective tenants cannot demonstrate a robust business plan when taking on property commitments from the Council, there is an increased risk of failure and associated financial and reputation impacts for the authority.</p>
Corporate and community plan Implications	The revised assessment scheme is based on the council's corporate strategy outcomes.
Environmental and climate change implications	None identified
Property/Asset Implications	Contact officer: David Roberts@cheltenham.gov.uk

1. Background to the rent support grant process

- 1.1 As part of Cheltenham Borough Council's wider ambitions to support a thriving voluntary and community sector, the council enables VCS groups to rent its properties through offering a rent support grant scheme.
- 1.2 We know that appropriate rent support to community-based organisations and services can support the viability of such organisations and the services they provide to the benefit of the social and economic well-being of the town. However, the Council will continue to encourage voluntary and community sector organisations to become more self-sufficient and less reliant upon financial support from the Council.
- 1.3 A revised rent support grant process was adopted by the council in December 2016. This is based on assessing an application against the following four outcomes:
 - Cheltenham's environmental quality and heritage is protected, maintained and enhanced
 - Sustain and grow Cheltenham's economic and cultural vitality
 - People live in strong and safe communities
 - We will work to strengthen the emotional and physical wellbeing of all Cheltenham residents
- 1.4 The maximum rent support grant that any organisation will be able to apply for will be 80% of their current market rent and that the assessment process will determine the level of grant to be offered up to this maximum and will be staggered incrementally, as follows:
 - Meeting one outcome –up to 20% grant
 - Meeting two outcomes –up to 40% grant
 - Meeting three outcomes –up to 60% grant
 - Meeting four outcomes –up to 80% grant
- 1.5 Each outcome is subject to a stepped discount between 0 and 20% depending upon the impact of the defined sub-elements of each outcome.

- 1.6** Cabinet retain the discretion to award a further grant of 10%, bringing the maximum rent support grant that any organisation could receive to 90%. This will only be in exceptional cases and any such decision will only be taken after detailed consideration of the organisation's financial and business case for the rent support.
- 1.7** In addition, the council will scrutinise the applicant's financial standing and make an assessment of the following:
- That the reason for applying for the rent support grant is backed up by the organisation's financial health in that the grant award will support the financial viability of the operation of the building
 - That the organisation has reasonable longer-term plans in place to be able to sustain activities being delivered from the building beyond the term of the grant.
- 1.8** The offer of a grant will be for a maximum of three years that will be reviewed at the end of each 12 month period to ensure that the applicant continues to deliver the activities set out in the original application. The council will reserve the right to either review the grant amount awarded or withdraw it completely if there are changes to the activities being delivered. In addition, if the organisation is in debt arrears to the council; the grant will be withdrawn.
- 1.9** The council will put in place an annual monitoring process whereby recipients of a rent support grant will submit a monitoring form to explain the activities that have been delivered from the premises. The monitoring information will be reviewed by the Asset Management Working Group that will be able to make recommendations to the Cabinet Member Finance about whether the grant should continue into the next year, or whether the level of rent support grant should be reviewed or withdrawn.
- 1.10** The quality and timeliness of previous monitoring information will taken into account, if the applicant wishes to re-apply for a rent support grant at the end of the three year period.

2. The applications and recommendations

Applicant	Current rent paid	Recommended rent support grant	Assessment
Hesters Way Neighbourhood Project Neighbourhood Charity Shop 16-18 Hesters Way Road	Market rent is £6,000 Currently in receipt of 40% discount and therefore pays £3,600 per annum	A rent support grant of 36% of current market rent totalling £2,160 per annum.	See appendix 2
Hesters Way Neighbourhood Project The Living Room Rowanfield Exchange	Market rent is £4,500 Currently in receipt of 80% discount and therefore pays £900 per annum	A rent support grant of 62% of the current market rent totalling £2,790	See appendix 3
St Margarets Hall Users Group St Margarets Hall	The market rent is £13,500 Currently in receipt of 100% discount and therefore pays £0 per annum	A rent support grant of 82% of the current market rent totalling £11,070	See appendix 4
Glos and District CAB 3 St. Georges Place	Market rent is £10,000.	A rent support grant of 66% of current market rent totalling £6,600	See appendix 5

	Currently in receipt of 80% discount and therefore pays £2,000 pa		
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3. Monitoring and Review

- 3.1** The council will put in place an annual monitoring process whereby these recipients of rent support grants will submit a monitoring form to explain the activities that have been delivered from the premises. The monitoring information will be reviewed by the Asset Management Working Group that will be able to make recommendations to the Cabinet Member Finance about whether the grant should continue into the next year, or whether the level of rent support grant should be reviewed or withdrawn.
- 3.2** The quality and timeliness of previous monitoring information will taken into account, if the applicant wishes to re-apply for a rent support grant at the end of the three year period.

Report author	Contact officer: Richard Gibson Strategy and Engagement Manager richard.gibson@cheltenham.gov.uk 01242 235 354
Appendices	<ol style="list-style-type: none"> 1. Risk Assessment 2. Hesters Way Neighbourhood Project - Neighbourhood Charity Shop Assessment 3. Hesters Way Neighbourhood Project - The Living Room assessment 4. St Margarets Hall Users Group - St Margarets Hall assessment 5. Glos and District CAB - 3 St. Georges Place assessment
Background information	Report to Cabinet 13 December 2016 "Award of rent support grants to Cheltenham's Voluntary and Community Sector Organisations"

The risk				Original risk score (impact x likelihood)			Managing risk				
Risk ref.	Risk description	Risk Owner	Date raised	Impact 1-5	Likelihood 1-6	Score	Control	Action	Deadline	Responsible officer	Transferred to risk register
	If the Council is overly generous in subsidising tenancies with grants, this will result in reduced income from assets and cumulative impacts on the Council's medium term financial strategy.	Mark Sheldon	18.11.16	3	3	9	Reduce	Introduce new policy	Dec 16	Richard Gibson	
	If the Council is too restrictive in the way it allocates rent support grants, this may put a financial strain on the organisation with the consequential result that the council's objectives in the communities are not fulfilled or are seriously curtailed.	Richard Gibson	18.11.16	2	3	6	Reduce	Introduce new policy	Dec 16	Richard Gibson	
	If appropriate and transparent grant agreements are not put in place, tenants may be more difficult to remove if they fail to meet the terms of any subsidised letting arrangement, with the potential for associated adverse publicity for the Council;	Richard Gibson	18.11.16	2	2	4	Accept	Introduce new policy	Dec 16	Richard Gibson	
	If prospective tenants cannot demonstrate a robust business plan when taking on property commitments from the Council, there is an increased risk of failure and associated financial and reputation impacts for the authority.	Mark Sheldon	18.11.16	2	3	6	Accept	Introduce new policy	Dec 16	Richard Gibson	
	If the grant expires or is terminated, tenants will remain responsible for payment of rent at market value. This may result in an increase in arrears.	Mark Sheldon	18.11.16	2	2	4	Accept	Introduce new policy	Dec 16	Richard Gibson	
Explanatory notes Impact – an assessment of the impact if the risk occurs on a scale of 1-5 (1 being least impact and 5 being major or critical) Likelihood – how likely is it that the risk will occur on a scale of 1-6											

(1 being almost impossible, 2 is very low, 3 is low, 4 significant, 5 high and 6 a very high probability)

Control - Either: Reduce / Accept / Transfer to 3rd party / Close

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Rent Support Assessment

Name of Applicant:	Hesters Way Neighbourhood Project
Is the applicant a legally constituted, not-for-profit voluntary and community sector organisation?	Yes
Name /address of property	Neighbourhood Charity Shop 16-18 Hesters Way Road Hesters Way Cheltenham GL51 0DA
Current rent	Market rent is £6,000 Currently in receipt of 40% discount and therefore pays £3,600 per annum

Rent Support outcomes	submission	Proposed score against the sub-elements (up to a maximum of 20% per outcome)
Cheltenham's environmental quality and heritage is protected, maintained and enhanced. This could include <ul style="list-style-type: none"> Promoting bio-diversity Responding to climate change Promoting sustainable living Protecting and enhancing parks, gardens and open spaces Protecting and enhancing the built environment 	<p>The area outside of the Neighbourhood Charity Shop is regularly swept and tidied up by the volunteer team. The shop is open 5 days a week, 9am to 3pm, and we are working on plans to extend hours and to make the shop front look more attractive.</p> <p>We play our part in helping reduce the amount of items that go to landfill by recycling clothes, bric-a-brac household goods, etc., all helping to respond to the climate change agenda and reducing our collective carbon footprint. We forward any items that we are unable to re-use to other charity shops and beneficiaries.</p> <p>These items are provided at low cost and sometimes at no cost to the disadvantaged of our community. We also sell to environmentally conscious residents and those simply looking for a bargain.</p> <p>We promote local activities such as litter picks and public art projects and the venue is used to consult local residents from time to time.</p>	<p>The panel noted that the activities of the shop do help reduce the amount of waste going to landfill through encouraging re-cycling and reuse of household items.</p> <p>There was little evidence of other environmental impacts.</p> <p>There is therefore some evidence that the proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> Promoting sustainable living <p>The recommended discount is 4%</p>
Sustain and grow Cheltenham's economic and cultural vitality. This could include: <ul style="list-style-type: none"> Helping people into employment Helping businesses to get established Supporting cultural activity Providing advice and information Supporting tourist activities 	<p>The Neighbourhood Charity Shop has a proven track record in helping people get into employment. This is done through our volunteering programme and through sign posting to training providers, employers and job clubs.</p> <p>The charity shop is run almost entirely by a team of typically six volunteers, 50% are retired folk and 50% are of working age. Of the working age volunteers at least two typically secure employment within a 6 to 12 month period.</p>	<p>The panel noted the applicant's assertion that the shop has helped people get into employment but there were no facts to measure this assertion by.</p> <p>The panel did note that the shop is run by 6 volunteers.</p>

Rent Support outcomes	submission	Proposed score against the sub-elements (up to a maximum of 20% per outcome)
	<p>We help new business starters by letting them advertise for free. A couple of current examples include a home cleaning service and a gardener.</p> <p>Significantly, profits from our charity shop go toward support local projects. For a number of years now it has been covering the overheads of our outreach and community hub project in Rowanfield called “The Living Room” – please see separate application.</p> <p>As an example of our neighbourliness, we recently helped the Co-Op with staff work placements over the course of 6weeks during a shop refit.</p> <p>We regularly advertise jobs, training, business seminars and cultural activities that take place across the town as well as local activities, and provide information and sign posting to specialist advisors.</p>	<p>There is therefore some evidence that the proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> • Helping people into employment • Helping people into employment - 4 • Helping businesses to get established - 4 • Supporting cultural activity • Providing advice and information • Supporting tourist activities <p>The recommended discount is 8%</p>
<p>People live in strong and safe communities.</p> <p>This could include</p> <ul style="list-style-type: none"> • Enabling local residents to meet together and socialise • Engaging residents in positive social networks • Enabling local residents to contribute their time and efforts into community activity • Enabling local residents to feel safer in their communities • A place for young people to meet and feel safe 	<p>Although a charity shop it is also a meeting place for local residents who come for a chat, to catch up on the latest gossip and, on a more serious note, to keep an eye out for local people, especially the vulnerable and infirm.</p> <p>Our volunteer team are good listeners, are often a shoulder to lean on for some residents, and a shoulder to cry on from time to time. They help as best they can, sharing life experiences, and if they can't help they will track down someone who can help through local networks and the larger HWNP team. They will sometimes make phone calls for people, talking to the council or whoever on their behalf or standing by their side whilst they make the call.</p> <p>As mentioned previously the charity shop is run almost entirely by volunteers who invariably live locally, giving them a sense of belonging, identity and self-worth.</p> <p>As volunteers and customer build up networks of friends and contacts they feel safer. This has been particularly helpful for a number of eastern European residents and has especially helped one single mother and family of 5 who moved into the area a few years ago under police protection. She volunteered at the shop and after a while extended her horizons to inject a lot of community building enterprise at the Community Life café in Rowanfield (now known at the Living Room) and went on to full time work with the Co-Op</p> <p>One of the big foci of The Neighbourhood Shop is aimed at young, sometimes single mothers or fathers or other carers. The shop endeavours to stock a large range of baby clothes, cots, buggies, bedding and a good stock of children's clothes including school uniforms, for those less well off or with</p>	<p>The panel noted that the application was stronger in relation to its community benefits. Though again the application was let down by the lack of information about how many residents used and benefited from the building.</p> <p>There is therefore some evidence that the proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> • Enabling local residents to meet together and socialise • Engaging residents in positive social networks • Enabling local residents to contribute their time and efforts into community activity • Enabling local residents to feel safer in their communities <p>The recommended discount is 16%</p>

Rent Support outcomes	submission	Proposed score against the sub-elements (up to a maximum of 20% per outcome)
	<p>large families to cater for. Keeping an eye on the market it aims to make clothes cheaper than charity shops in town.</p> <p>On the fun side we have provided many a fancy dress costume and trash fashion clothing for seasonal parties for local families and their friends.</p>	
<p>We will work to strengthen the emotional and physical wellbeing of all Cheltenham residents</p> <p>This could include:</p> <ul style="list-style-type: none"> • Enabling local people to be active • Helping local people make healthy lifestyle choices • Reducing the harm caused by alcohol • Improving mental health • Improving health & wellbeing into older age 	<p>As stated previously, our charity shop is almost entirely run by volunteers who are certainly kept active with all that has to be done to keep things running. We also help local people be active through promotion of events and we have links with numerous community groups who use the shop for supplies to run their own weekly sessions and attend events.</p> <p>Volunteers regularly tell us that volunteering at the shop means a lot to them; helping them in a myriad of ways. Examples includes:</p> <ul style="list-style-type: none"> • “Keeps me sane and connected to people so I’m not all alone at home by myself” – a retired retailer and widow. • “Has given me a chance to start over again” – a middle aged mother with something of a bad reputation and spent criminal record. • “I’ve suffered depression for years. The shop gives me the chance to do something for others which helps a lot, makes me feel useful ” – retired book keeper • “Has helped me build up my confidence and I now have part time work” – a mother returning to work. <p>We are working with a local resident who started volunteering with us recently two times a week. She was the victim of a serious personal crime against her and suffers extreme anxiety and seldom comes out of the house. We built up a good relationship with her partner (a customer) over the last 12 months since the incident to the point where he enquired about possible volunteering for her as he could see the charity shop would be a safe and friendly place to help move forward with her life.</p> <p>All sorts of discussions take place between volunteers and customers including diets, problems with kids, the school, how to access benefits, and all other manner of life experiences including fun times and simply folk helping one another</p> <p>We help refugees and sign post to things like the English Speaking Club run by CBH and all the wellbeing activities run at the Hesters Way and Springbank Centres, the Oasis Ability Hub, GMAS’s café and youth working in Springbank, the Living Room and activities at the St.Marks and Hesters Way Community Centre.</p>	<p>The panel noted that the application set out a number of perceived health benefits, particularly in relation to residents being active through volunteering and how this benefits people with mental health issues. The addition of direct quotes helped paint a picture of the value of the shop.</p> <p>Again the application was let down by the lack of information about how many residents used and benefited from the building.</p> <p>There is therefore some evidence that the proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> • Enabling local people to be active • Improving mental health <p>The recommended discount is 8%</p>

Rent Support outcomes	submission	Proposed score against the sub-elements (up to a maximum of 20% per outcome)
	<p>At the end of the day we run a community focused charity shop that does more than simply recycle clothes and household goods, we are part of the fabric of our local neighbourhood which serves people and families of all ages and backgrounds.</p> <p>Our Neighbourhood Charity Shop is seen by many as a community hub and a space where people can go for a friendly chat even if they are not buying anything. Hesters Way as an area has long suffered from a collective feeling among those in social housing here that they are not stakeholders. The Neighbourhood Shop and the other Neighbourhood Project's amenities help to give people a sense of ownership of their community.</p>	
Summary and recommended rent support grant		The combined recommended discount is 36%

Financial considerations	Panel assessment
Will the grant award support the financial viability of the operation of the building?	<p>The panel noted that the Shop does generate a surplus but were concerned to see that this had reduced from £106k in 15/16 to a project surplus of £2.9k in 17/18.</p> <p>This does raise the question over the long term viability of the shop.</p> <p>If Cabinet agree to apply a 36% rent support grant, the applicant will pay £3,840 pa. This represents an increase of £240 on the rent being paid currently.</p> <p>If Cabinet agree to an additional 10% rent support grant, the applicant will pay £3,240 pa, a decrease of £360 on the rent being paid currently</p>
Has the organisation got reasonable longer-term plans to sustain activities being delivered from the building beyond the term of the grant?	The panel were concerned that there are no robust plans to make activities taking place in the building more financially sustainable.

Cabinet Recommendation

A rent support grant of 36% of current market rent totalling £2,160 per annum.

Name of Applicant:	Hesters Way Neighbourhood Project
Is the applicant a legally constituted, not-for-profit voluntary and community sector organisation?	Yes
Name /address of property	The Living Room 12 Devon Avenue Rowanfield Exchange Cheltenham GL51 8AU
Current rent	Market rent is £4,500 Currently in receipt of 80% discount and therefore pays £900 per annum

Rent Support outcomes	Applicant's submission	Proposed score against the sub-elements (up to a maximum of 20% per outcome)
<p>Cheltenham's environmental quality and heritage is protected, maintained and enhanced.</p> <p>This could include</p> <ul style="list-style-type: none"> • Promoting bio-diversity • Responding to climate change • Promoting sustainable living • Protecting and enhancing parks, gardens and open spaces • Protecting and enhancing the built environment 	<p>The Living Room is based in Rowanfield Exchange and since being there has enhanced the appearance of the shop front by regularly weeding and sweeping the area and generally being well cared for by the residents that volunteer there to deliver projects from locally identified needs. We believe the built environment is enhanced as this emerging community hub is open 5 days a week and we have plans for longer opening hours to develop other activities.</p> <p>The Living Room Growing project has run for a number of years and involves Volunteers and the wider residents from the community coming together to improve the environment of the local community. This includes doing litter picks around the shops where the Living Room is based, around the local streets and also King George V playing fields, this has helped to keep the area cleaner and the parents and children are more aware of the need to use the bins provided for their rubbish because of the litter picks, so it has enhanced a feeling of pride in the area. As well as litter picking the Growing Room has also engaged with planting activities, particularly at the rear of the property where volunteers created a flourishing and attractive garden, that not only included flowers but also growing green beans, strawberries and tomatoes, with more plans this year to expand the planting and to include hanging baskets at the front from each shop. The parents and children from the Parent and Toddler group enjoyed planting seeds and tending the plants and excitedly waited to see the end product of their labours. This</p>	<p>The panel noted that the presence of the living room and its activities will be of benefit to the local built environment through weeding and sweeping.</p> <p>There is reference to volunteers being involved in creating a flourishing garden that will help increase the bio-diversity of the local area.</p> <p>There is therefore some evidence that the proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> • Promoting bio-diversity • Protecting and enhancing the built environment • Protecting and enhancing the built environment <p>The recommended discount is 12%</p>

Rent Support outcomes	Applicant's submission	Proposed score against the sub-elements (up to a maximum of 20% per outcome)
	<p>project will help to enhance the look of the area, making it a more attractive and pleasant place to live and help to improve the bio-diversity of the area through diverse planting.</p> <p>A new social business initiative called the Revival Room, which is in the process of being launched and run from the Living Room concentrates on selling used items, meaning that goods that might otherwise be discarded will get reused again. Not only will goods get reused but also used packaging will be collected from local businesses and will be recycled as packaging materials for the Revival Room goods that are sent out. This project will directly promote sustainable living, by the reusing goods and recycling of packaging materials.</p>	
<p>Sustain and grow Cheltenham's economic and cultural vitality. This could include:</p> <ul style="list-style-type: none"> • Helping people into employment • Helping businesses to get established • Supporting cultural activity • Providing advice and information • Supporting tourist activities 	<p>The Living Room offers a place for people to come together and reduces social isolation and people have the opportunity to get involved and volunteer. A job club has been running for the past year at the Living Room, providing the space for residents to come in and use computers for job search. A local resident volunteer has created a job board, ensuring that up to date jobs are listed regularly and has proved popular addition will local residents. The Living Room has also acted as a hub of information for local people, referring them to food banks, where to access money advice, counselling and other services.</p> <p>The Living Room also provides good volunteering opportunities to residents that helps people to get closer to the job market, by learning new skills and gaining confidence. Many of the volunteers have used it as a spring board to take up training opportunities they otherwise would not have done and gained interviews as a result.</p> <p>As the Living Room is a community hub for all residents it's helped to draw in cultural experiences which has included restaurant standard Chinese cooking, as well as home cooked Chinese cooking. The Living Room has also attracted holistic healing by small independent companies coming to offer their services through monthly Spa nights run by another local resident and has supported another resident to start their coaching business by providing moral support and a space for them deliver their workshops. There are other plans in development where the Living Room will become a Social Action Hub and will be offering Community Organising training at</p>	<p>The panel noted that a job club operates from the building but no evidence was supplied about how many local residents use the facility or have secured employment as a result.</p> <p>Again there was reference to how volunteers have used their time at the living room to gain new skills and confidence but again there were no facts to back this up.</p> <p>There is therefore some evidence that the proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> • Helping people into employment • Supporting cultural activity • Providing advice and information <p>The recommended discount is 12%</p>

Rent Support outcomes	Applicant's submission	Proposed score against the sub-elements (up to a maximum of 20% per outcome)
	<p>introductory level and at accredited level 3 (equivalent to A level standard) this will not only enhance residents and others skills but will benefit Cheltenham as residents that are undertaking the training will be gathering local knowledge and moving residents in to action which will benefit the area that they live in. The main benefits will be more community minded active residents and residents and workers with increased skills enhancing their employment options.</p>	
<p>People live in strong and safe communities. This could include</p> <ul style="list-style-type: none"> • Enabling local residents to meet together and socialise • Engaging residents in positive social networks • Enabling local residents to contribute their time and efforts into community activity • Enabling local residents to feel safer in their communities • A place for young people to meet and feel safe 	<p>The Living Room is a community hub that has evolved as a result of local people wanting a community space so they could meet, socialise and deliver activities. The Living Room has been successful in bringing a wide variety of residents together helping to consolidate their existing social networks but also supporting the expansion of their networks in a safe place. Many of the residents have gone on to form friendships and support networks beyond the Living Room and we have seen how this this has had a positive effect on their well-being, beyond the Living Room. One resident who has a long term serious illness, who was isolated has broaden his networks so much that he now gets many visitors when he's in hospital, when he previously he was lucky to have one visitor.</p> <p>The Living Room supports and promotes local residents to run projects for the benefit of other local residents, this means residents give a lot of their voluntary time to supporting the Living Room to run, through general volunteering of opening, closing and greeting people to delivering specific projects such as the AM group, Homemade Chinese food, Growing project, Crazy Crafters, Job club etc. Therefore, the Living Room is a space which enables local residents to contribute their time and efforts towards community activity.</p> <p>The area where the Living Room is based is thought by many residents to be unsafe. However, both the PCSO and residents have told us since the Living Room has opened they now feel a lot safer when the community hub is open. The hub is now open 5 days a week, with further projects in the planning that will extend the opening hours into the evening. We hope this will help to make even more residents to feel safer. We know that the feed-back that we have from residents that use the Living Room feel it is a safe place where nobody judges them which makes them feel welcome and gives them a place to go where they can belong.</p>	<p>The panel noted that the application was stronger in relation to its community benefits. Though again the application was let down by the lack of information about how many residents used and benefited from the building.</p> <p>There is therefore some evidence that the proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> • Enabling local residents to meet together and socialise • Engaging residents in positive social networks • Enabling local residents to contribute their time and efforts into community activity • Enabling local residents to feel safer in their communities <p>The recommended discount is 16%</p>

Rent Support outcomes	Applicant's submission	Proposed score against the sub-elements (up to a maximum of 20% per outcome)
<p>We will work to strengthen the emotional and physical wellbeing of all Cheltenham residents</p> <p>This could include:</p> <ul style="list-style-type: none"> • Enabling local people to be active • Helping local people make healthy lifestyle choices • Reducing the harm caused by alcohol • Improving mental health • Improving health & wellbeing into older age 	<p>The Living Room has become a space that promotes residents action and activity, therefore provides a platform for residents to become both physically and mentally more active. Projects such as the Growing Room and Healthy Eating has helped to physically improve the overall fitness of residents and healthy eating has helped them make more informed food choices. The Living Room has built a relationship with Tesco and they have run a number of workshops, including farm to fork and healthy choices and has also helped to run some activities for families with the AM group (a parent and toddler group that becomes a family group in school holiday times)</p> <p>The majority of residents who visit the Living Room have suffered from some form of mental ill health in their lives and so therefore is a very understanding and supportive environment for those with mental ill health. Informally residents have created support networks and we now have 3 certificated mental health first aiders that have been on a course with the Mental Health Foundation Trust. This has proved invaluable as we were encountering a growing number of residents dropping in that were experiencing crisis levels of need.</p> <p>With opportunities to volunteer and run projects themselves and through the growing room project opportunity to physically get active through planting and litter picks. The AM Group also goes on nature walks, bug hunts and takes the children to KGV for soft sports activities in the Summer. All volunteers have a volunteer profile where they can build their portfolios which we have found gives a feeling of achievement when recorded in one place. We have lots of evidence of people improving their mental health that attend the LR, captured by using the Warwick and Edinburgh mental health well-being scale. The space offers a place for older people to come to meet others and make new friendships, it also offers them volunteering and mentoring opportunities as they very often have great knowledge and skills to share for example advice about gardening, another resident shares their musical skills etc.</p>	<p>The panel noted that the application set out a number of perceived health benefits, particularly in relation to residents being active and work to support people with mental health issues. Though again the application was let down by the lack of information about how many residents used and benefited from the building.</p> <p>There is therefore some evidence that the proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> • Enabling local people to be active • Improving mental health • Helping local people make healthy lifestyle choices <p>The recommended discount is 12%</p>
<p>Summary and recommended rent support grant</p>		<p>The combined recommended discount is 52%</p>

Financial considerations	Panel assessment
Will the grant award support the financial viability of the operation of the building?	<p>The panel noted that the Living Room continues to operate with an annual loss; the forecast loss for 17/18 is £7,500.</p> <p>If Cabinet agree to apply a 52% rent support grant, the applicant will pay £2,160 pa. This represents an increase of £1,260 on the rent being paid currently.</p> <p>If Cabinet agree to an additional 10% rent support grant, the applicant will pay £1,710 pa, an increase of £810 on the rent being paid currently</p>
Has the organisation got reasonable longer-term plans to sustain activities being delivered from the building beyond the term of the grant?	The panel were concerned that there are no robust plans to make activities taking place in the building more financially sustainable.

Proposed cabinet recommendation:

A rent support grant of 62% of the current market rent totalling £2,790. The additional 10% is awarded in recognition of the critical work that is delivered from Living Room to support the local community living within the Rowanfield area.

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Rent Support Assessment Process

Name of Applicant:	St Margarets Hall Users Group
Is the applicant a legally constituted, not-for-profit voluntary and community sector organisation?	Yes
Name /address of property	St Margarets Hall, Coniston Road, Hatherley. GL51 3NX
Current rent	The market rent is £13,500 Currently in receipt of 100% discount and therefore pays £0 per annum

Rent Support outcomes	Submission	Proposed score against the sub-elements (up to a maximum of 20% per outcome)
<p>Cheltenham's environmental quality and heritage is protected, maintained and enhanced.</p> <p>This could include</p> <ul style="list-style-type: none"> • Promoting bio-diversity • Responding to climate change • Promoting sustainable living • Protecting and enhancing parks, gardens and open spaces • Protecting and enhancing the built environment 	<p>This could include</p> <ul style="list-style-type: none"> • <u>Promoting bio-diversity</u> <p>The hall committee encourages us of sustainable planting in its green areas, as in roses, rather than the use of 'annual' plants.</p> <ul style="list-style-type: none"> • <u>Responding to climate change</u> • <u>Promoting sustainable living</u> <p>Taking the above two points together, St Margarets Hall User's Group has made its contribution to sustainability, and to mitigation of climate change through the following projects:</p> <ul style="list-style-type: none"> • 2011 Installation of a 4kW photo-voltaic (solar) panel system on the hall roof • Cavity Wall Insulation 2010. • When an air cooling system was installed in 2013, the User Group opted for an evaporative cooling system as being very much more energy efficient than conventional air conditioning. • The Hall is very close to a 10 minute bus route and also has a cycle rack, both of which are promoted. • The main hall lights are near life expiry and it is the User Group's intention to replace the conventional tubes with a low energy alternative around 2019. • It is the group's intention to continue forward in this vein, as funding becomes available through grants and fund raising. An early priority in this would be replacement of gas fired heating by something more environmentally efficient. • <u>Protecting and enhancing parks, gardens and open spaces</u> <p>Members of the community around the whole town are encouraged to tend and develop their gardens, through the annual CBH gardens competition, hosted at St Margarets' Hall (see picture) and well supported with several dozen prize winners.</p> <ul style="list-style-type: none"> • <u>Protecting and enhancing the built environment</u> <p>The building at St Margarets Hall (pictured) is of unusual architecture, built in 1977, and the Annex complements this design. The building is well kept, and well used by some 500 people per week, and as such contributes to the built environment. Currently in conversation with the Cheltenham Civic society about this.</p>	<p>The applicant has provided sufficient evidence across a wide range of environmental issues.</p> <p>The proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> • Promoting bio-diversity • Responding to climate change • Promoting sustainable living • Protecting and enhancing parks, gardens and open spaces • Protecting and enhancing the built environment <p>The recommended discount is 20%</p>

Rent Support outcomes	Submission	Proposed score against the sub-elements (up to a maximum of 20% per outcome)
<p>Sustain and grow Cheltenham's economic and cultural vitality. This could include:</p> <ul style="list-style-type: none"> • Helping people into employment • Helping businesses to get established • Supporting cultural activity • Providing advice and information • Supporting tourist activities 	<ul style="list-style-type: none"> • <u>Helping people into employment</u> St Margaret's Hall contracts a cleaner who lives locally, and has since joined the committee. If this were a PAYE job it would be 0.3 FTE. St Margarets also outsources some £200 p.a. of book keeping, and some £3000 worth of maintenance and gardening work, mainly locally. During the period of the Annex build, it is estimated that some 60 to 80 person-weeks of employment were provided. • <u>Helping businesses to get established</u> St Margarets Hall hosts a number of 'sole traders' running fitness groups and dance teaching. We are able to offer fairly inexpensive rates, in some cases giving discounts where the group is new and building up their classes. In the case of 'Zumba Gold' a discount of some 30% for three months has enabled them to build up to three classes, and put a very active person onto the committee. We also host 'Coady Crew' Dance, who are well known across the county – contributing to the local economy - and to the cultural benefits through the dance groups themselves. • As a policy, we offer reduced rates to charities and non-profit making and community organisations, though of course we must cover our costs. • <u>Supporting cultural activity</u> The hall also hosts line-dancing classes, and Tea Dances. As a space for the arts, it regularly hosts cabaret evenings, concerts and fashion shows. • <u>Providing advice and information</u> The hall is available to groups such as CBH/Police for these sorts of events, and has historically been well supported for these activities. The hall also currently hosts local councillors' surgeries for Warden Hall ward. • <u>Supporting tourist activities</u> The twice annual Model Railway exhibition attracts visitors from other parts of the country, up to 100 - 150 miles away on a regular basis. <p>Economic activity – general:</p> <ul style="list-style-type: none"> • Casual bookings are buoyant, and evidence from neighbouring halls is the same. These bookings draw in other businesses, for example bouncy castles and magicians and entertainers for children's parties and other functions. • We estimate some 500 people pass through the doors each week, and 	<p>The applicant has provided sufficient evidence across a wide range of economic issues.</p> <p>The proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> • Helping people into employment • Helping businesses to get established • Supporting cultural activity • Providing advice and information <p>The recommended discount is 16%</p>

Rent Support outcomes	Submission	Proposed score against the sub-elements (up to a maximum of 20% per outcome)
<p>People live in strong and safe communities. This could include</p> <ul style="list-style-type: none"> • Enabling local residents to meet together and socialise • Engaging residents in positive social networks • Enabling local residents to contribute their time and efforts into community activity • Enabling local residents to feel safer in their communities • A place for young people to meet and feel safe 	<p>rising.</p> <ul style="list-style-type: none"> • <u>Enabling local residents to meet together and socialise</u> As well as activities run by the user groups, and occasional social activities organised by the hall committee itself, the hall is also regularly hired out to local residents as a venue for parties, meetings etc. A typical attendance would be from 24 to 120. Children's' parties are especially popular, with typically 1 - 4 parties each weekend, average of 2. Mainly the hirers and guests are local to the community. • The committee endeavours to involve the community in all the events that the committee stage, and by and large they are well supported. That includes recently, a concert, and a fun afternoon, both organised by the committee itself rather than hirers. • The hall has on occasions been hired by faith groups, and for wedding receptions. • <u>Engaging residents in positive social networks</u> • <u>Enabling local residents to contribute their time and efforts into community activity</u> Taking these two questions together, the answer for the first question applies, and in addition, many of the hirer's regular activities such as slimming world, fitness groups create or promote positive social networks, as well as requiring a contribution of time and effort from local residents in order to maximise benefit to the participants. • <u>Enabling local residents to feel safer in their communities</u> St Margaret's Hall hosts meetings held by the Police, and Cheltenham Borough Homes and others, and would like to expand this useful activity further, though all these organisations are on limited budgets. • We were also the 'front line' emergency shelter and refuge point during the 2010 civil emergency when some 100 homes were evacuated by the authorities. • The hall is also used as a Polling Station. • <u>A place for young people to meet and feel safe</u> Several users' activities are mainly or entirely for children, and provide a space for them to safely interact with each other. Tumble Tots is best described at children's acrobatics (with parents present) whereas Coady Dance Crew is for older children, and is high energy dancing for both male and female young people. A proportion of the attendees a Dynamx kick boxing, are also young people. 	<p>The applicant has provided sufficient evidence across a wide range of community issues.</p> <p>The proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> • Enabling local residents to meet together and socialise • Engaging residents in positive social networks • Enabling local residents to contribute their time and efforts into community activity • Enabling local residents to feel safer in their communities • A place for young people to meet and feel safe <p>The recommended discount is 20%</p>

Rent Support outcomes	Submission	Proposed score against the sub-elements (up to a maximum of 20% per outcome)
<p>We will work to strengthen the emotional and physical wellbeing of all Cheltenham residents</p> <p>This could include:</p> <ul style="list-style-type: none"> • Enabling local people to be active • Helping local people make healthy lifestyle choices • Reducing the harm caused by alcohol • Improving mental health • Improving health & wellbeing into older age 	<p>This could include:</p> <ul style="list-style-type: none"> • <u>Enabling local people to be active</u> • <u>Helping local people make healthy lifestyle choices</u> <p>Taking these two questions together, many activities occur throughout the week which promote both healthy lifestyle choices, as in some of those listed further down this question.</p> <ul style="list-style-type: none"> • <u>Reducing the harm caused by alcohol</u> <p>The hall is not normally licensed and provides a wide range of both healthy and social activities run by the various hirers which are not dependant on alcohol for the cohesion. This is likely to reduce potential for harm caused by alcohol.</p> <ul style="list-style-type: none"> • <u>Improving mental health</u> <p>As well as the physical activities listed, which themselves would contribute to a good sense of well being and mental stability, the hall hosts a group from University of the Third Age, for Tai Chi sessions and the like. The hall also hosts yoga groups.</p> <ul style="list-style-type: none"> • <u>Improving health & wellbeing into older age</u> <p>Numerous activities as follows:</p> <ul style="list-style-type: none"> • One of the hall users is the “Heart to Heart” group - a specialist fitness and self-help class for (mainly older) people with heart conditions. • At the other end of the age scale the hall has “Tumble Tots”, best described in lay terms as Acrobatics for children – see picture. • St. Margaret’s Hall is also host to Kick-boxing classes and also fitness classes for young and old including Zumba, Slimming World, and more. 	<p>The applicant has provided sufficient evidence across a wide range of health and wellbeing issues.</p> <p>The proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> • Enabling local people to be active • Helping local people make healthy lifestyle choices • Improving mental health • Improving health & wellbeing into older age <p>The recommended discount is 16%</p>
<p>Summary and recommended rent support grant</p>		<p>Recommended discount – 72%</p>

Financial considerations	Panel assessment
Will the grant award will support the financial viability of the operation of the building?	<p>Yes the proposed rent support grant of 72% will reduce the market rent by £9,720.</p> <p>If Cabinet agree to apply a 72% rent support grant, the applicant will pay £3,780 pa. This represents an increase of £3,780 on the rent being paid currently.</p> <p>If Cabinet agree to an additional 10% rent support grant, the applicant will pay £2,430 pa, an increase of £2,430 on the rent being paid currently</p>
Has the organisation got reasonable longer-term plans to sustain activities being delivered from the building beyond the term of the grant?	Yes

Cabinet Recommendation

A rent support grant of 82% of the current market rent totalling £11,070. The additional 10% is awarded in recognition that activities being from St. Margarets Hall plays a critical role in sustaining community life in the Hatherley / Warden Hill area of Cheltenham.

Rent Support Assessment Process

Date of rent support assessment:	
Carried out by:	
Name of Applicant:	Glos and District CAB
Is the applicant a legally constituted, not-for-profit voluntary and community sector organisation?	Yes
Name /address of property	3 St. Georges Place, Cheltenham
Current rent	Market rent is £10,000. Currently in receipt of 80% discount and therefore pays £2,000 pa

Rent Support outcomes	Submission	Proposed score against the sub-elements (up to a maximum of 20% per outcome)
<p>Cheltenham's environmental quality and heritage is protected, maintained and enhanced.</p> <p>This could include</p> <ul style="list-style-type: none"> • Promoting bio-diversity • Responding to climate change • Promoting sustainable living • Protecting and enhancing parks, gardens and open spaces • Protecting and enhancing the built environment 	<p>Our fully trained volunteers provide the advice people need for the problems they face. Some just require information about their rights whilst others need us to look at options and sometimes take action on their behalf. In all cases the impact is to promote sustainable living conditions for our clients whether by assisting in debt problems, benefit issues, employment disputes, housing matters, financial and legal difficulties or relationship conflicts.</p> <p>Citizens Advice works to support our clients with energy issues, promote sustainable living and address issues of climate change. We do this by also addressing fuel poverty and we advise over 750 clients per year on energy. Advice ranges from making sure clients are on the correct tariff, to helping with priority services, advising on energy efficiency and securing grants to improve the energy efficiency of people's homes. Outcomes include: helping 500 clients a year identify savings of at least £120 per year from their energy bills, securing grants for energy efficiency measures for 20 clients; assisting 2 clients to get a new energy efficient heating system and helping over 100 clients to secure £140 off their bills with the Warm Home Discount. We also train 40 frontline workers per year on energy efficiency enabling them to better support their clients.</p> <p>Citizens Advice work in partnership with Warm and Well on our cold homes project, we are part of the affordable warmth partnership and we are on the Warm and Well steering group as well as the Assist Steering group.</p>	<p>The applicant has provided sufficient evidence that their services will support people respond to climate change and also promote more sustainable living.</p> <p>The proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> • Responding to climate change • Promoting sustainable living <p>The recommended discount* is 8%</p>

Rent Support outcomes	Submission	Proposed score against the sub-elements (up to a maximum of 20% per outcome)
<p>Sustain and grow Cheltenham's economic and cultural vitality. This could include:</p> <ul style="list-style-type: none"> • Helping people into employment • Helping businesses to get established • Supporting cultural activity • Providing advice and information • Supporting tourist activities 	<p>Citizens Advice support Cheltenham's economic and cultural vitality in numerous ways:</p> <ul style="list-style-type: none"> ✓ On average we provide advice and information to over 2,100 residents of Cheltenham in respect of over 3,850 issues annually. That advice is delivered on a face to face basis, by telephone and in writing. Advice is provided on all issues, ranging from consumer to debt, housing to employment, relationships and welfare benefits. ✓ Treasury approved impact report shows economic benefit of £11,134,512 achieved for our clients. ✓ For every £1 invested we achieve £27.24 of financial outcomes for the people we support. ✓ We support people in employment by advising over 800 people regarding their rights at work, pay and conditions, etc. 31% said their employment was now more secure following our advice. ✓ Our business debt advice service has assisted over 100 small unincorporated businesses in the past year with over 50% being able to continue to trade following advice. Where businesses are unable to continue to trade we assist an orderly exit and assist those clients to manage any debt and claim any benefits to which they are entitled for both the client's benefit and that of their families. ✓ We employ 15 staff (9 FTEs) and have 120 volunteers. Of those volunteers 29% gained work directly as a result of volunteering, 19% believed they increased their salary as a result of volunteering and 79% felt that their self-esteem, confidence and feeling of well-being improved as a result of their volunteer work. . 	<p>The applicant has provided sufficient evidence across a range of economic issues.</p> <p>The proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> • Helping people into employment • Helping businesses to get established • Providing advice and information <p>The recommended discount is 12%</p>

<p>People live in strong and safe communities. This could include</p> <ul style="list-style-type: none"> • Enabling local residents to meet together and socialise • Engaging residents in positive social networks • Enabling local residents to contribute their time and efforts into community activity • Enabling local residents to feel safer in their communities • A place for young people to meet and feel safe 	<p>We enable local residents to contribute their time and effort to volunteering. Specifically in Cheltenham, 50 volunteers provide advice for two sessions a week. This volunteering has the following impact:</p> <ul style="list-style-type: none"> ✓ 69% report feeling not engaged with their community before volunteering but after volunteering 90% of people feel engaged with their community ✓ 87% of volunteers report feeling more equipped and empowered to get on with their lives since volunteering ✓ 79% report increased self-confidence since volunteering ✓ 23% report seeing a doctor less since volunteering (Value of CAB volunteering research, 2013) 	<p>The applicant has provided sufficient evidence across a wide range of community issues.</p> <p>The proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> • Enabling local residents to meet together and socialise • Engaging residents in positive social networks • Enabling local residents to contribute their time and efforts into community activity • Enabling local residents to feel safer in their communities <p>The recommended discount is 16%</p>
<p>We will work to strengthen the emotional and physical wellbeing of all Cheltenham residents This could include:</p> <ul style="list-style-type: none"> • Enabling local people to be active • Helping local people make healthy lifestyle choices • Reducing the harm caused by alcohol • Improving mental health • Improving health & wellbeing into older 	<p>Our advice has a positive impact on wellbeing of the residents of Cheltenham.</p> <ul style="list-style-type: none"> ✓ 30% of our clients are disabled or have a long term health condition, 29% of these have a mental health condition. ✓ 82% of our clients felt stress, depressed or anxious prior to advice (Outcomes and Impact Research, 2017) 62% report feeling less stressed, depressed or anxious following our advice ✓ 37% reported their problem was having an impact on their relationships prior to advice (Outcomes and impact research, 2017) and since advice 25% saw an improvement in their relationship and family life. ✓ We work with health professionals across the area, receiving referrals from primary and community care team as well as Macmillan nurses and Dementia care. ✓ We recognise the importance of health and wellbeing to residents and work to address this with our Health Homes project. Healthy Homes is a CCG funded pilot project and recognises the work Citizens Advice can do, working with Health professionals, to support clients with cold homes. 	<p>The applicant has provided sufficient evidence across a wide range of health and wellbeing issues.</p> <p>The proposed activities will have a positive impact on the following:</p> <ul style="list-style-type: none"> • Enabling local people to be active • Helping local people make healthy lifestyle choices • Reducing the harm caused by alcohol • Improving mental

age		health <ul style="list-style-type: none"> Improving health & wellbeing into older age The recommended discount is 20%
Summary and recommended rent support grant		Recommended discount – 56%

Financial considerations	Panel assessment
Will the grant award will support the financial viability of the operation of the building?	Yes the proposed rent support grant of 56% will reduce the market rent by £5,600. <p>If Cabinet agree to apply a 56% rent support grant, the applicant will pay £4,400 pa. This represents an increase of £2,400 on the rent being paid currently.</p> <p>If Cabinet agree to an additional 10% rent support grant, the applicant will pay £3,400 pa, an increase of £1,400 on the rent being paid currently</p>
Has the organisation got reasonable longer-term plans to sustain activities being delivered from the building beyond the term of the grant?	

Cabinet recommendation

A rent support grant of 66% of current market rent totalling £6,600. The additional 10% is awarded in recognition of the critical work that CAB deliver to support some of our most vulnerable residents. The outcomes and outputs that are detailed in the application stand testament to the absolute need to help sustain the CAB service within Cheltenham.

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